**BURIM HOXHA**

[**hoxhaleo319@gmail.com**](mailto:Hoxhaleo319@gmail.com)

**206-446-9402**

[**www.linkedin.com/in/burimhoxha/**](http://www.linkedin.com/in/burimhoxha/)

**PROFESSIONAL SUMMARY**

I recently completed my bachelor of Science in Information Security in spring. Quick learner and willing to work hard to learn new skill.

Relevant expertise includes:

* Windows 7/8.x/10, Server 2008/2012, IPv4 and IPV6 addressing, subnetting, summarization, VLANs, Inter-VLAN, TCP/IP protocol suite, LAN and WAN topologies, 802.11a/b/g/n/ac/ad, Port security, Authentication and Encryption, EIGRP, RIP, DHCP, NAT, DNS, WLAN. Active directory, Office 365, and SCCM.
* Experienced in communicating technical information to non-technical individuals, documenting steps and ticket information to create “quick fix” guide for other techs and non-technical users.

**EXPERIENCE**

**Lab Technician |** *Microsoft Redmond, WA* Jun. 2020 - Sep. 2020

* Server Hardware bring up, configuration until system readiness check.
* Hardware Troubleshooting during install / setup, at Components, Subsystem, and SW/FW level ((CPU,

DIMM, FPGA, PCIe/USB/SATA/, BIOS/BMC/FW, Drivers).

* Software setup and tools Administration, Windows Server administration.

**IT Help Desk |** *MacDonald Miller Facility & Solutions.*Seattle, WAJan. 2020 – Apr. 2020

* Upgrade IPhone 7 to IPhone 11 which requires backing up files and restoring to new device.
* Deploy laptops (review bios system tabs to check update requirements, erase old files and re-image) and retire laptops (using IT inventory app)
* Use Zen Desk ticket system to solve user issues.
* Use Active directory to remove a user and add a user.

**Cisco Lab Tutor** | *Bellevue College* Bellevue, WA Oct. 2018 – Jan. 2020

* Assist Network Services & Computing Systems (NSCOM) students in the lab and resolve technical issues.
* Project Management- troubleshooting routers and switch configuration.

**Broker Care Support Representative** (Intern) | *John L Scott Inc*. Bellevue, WA Jun. 2019 – Aug. 2019

* Tested JLS app and used Zen desk ticketing system; updated new computers.
* Helped costumers with issues in property tracker.

**EDUCATION**

**Bachelor’s Degree of Information Security** |*Washington Technology University* Bellevue, WA2021

**Cisco Technical Support Certificate** | *Bellevue College* Bellevue, WA 2019

**Microsoft Network Support Certificate** │ *Bellevue College* Bellevue, WA 2019

Member of **Phi Theta Kappa Honor Society** as a student of merit Bellevue College

**SKILLS**

**Microsoft Office** |Microsoft SharePoint, Microsoft Word, Excel, Outlook, PowerPoint, Skype; Google docs.

**Programming** | Geany, Python

**Databases** | MySQL Workbench, MySQL Shell, Project Management

**Software** │ Cisco Packet Tracer, Oracle VM VirtualBox, VMware Workstation, PowerShell, CLI, Basic Linux Ubuntu commands, SSH, CLI, Wireshark

**Hardware** │ PC, Routers, Switches

**Communication** │ Customer Service, Written, Leadership

**Languages** │ English, Albanian