Christian Osei Poku

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**PROFESSIONAL SUMMARY:**

A highly motivated individual who rapidly diagnoses and resolves complex network, hardware, software and client support issues. Results-driven, with the proven ability to administer and control the operation, configuration, maintenance and troubleshooting of multi- size networks.

**EDUCATION**:

Borough of Manhattan Community College, NY.NY Associate Degree in Computer Network Technology

**PROFESSIONAL CERTIFICATION**

Cisco Certified Network Associate (CCNA)- CISCO ID: CSCO 12919632

Microsoft Certified Professional (MCP) -ID No. 2730538

**TECHNICAL SKILLS**

Protocols: NAT/PAT, EIGRP, OSPF, BGP, STP/RSTP, VLANS, VTP, ACL, OSI and TCP/IP

Hardware: Router: 2900 and 3900 (ISR series), Switch: 2900, 3550/3560 and 3750and 3850 series. Nexus 3000/500

Software: Cisco IOS, NX OS Microsoft Office (Word, Excel, PowerPoint, Access), Windows XP, Windows Server (2003, 2008), Active Directory, F5 Big-IP Load balancer

Monitoring tools: Nagios and solarWinds.

Security: Cisco ASA.

Ticketing System: Remedy

Patching Management: SCCM

**SOFT SKILLS**

* Excellent communication and work relationship with end users, teammates, managers and vendors.
* Easily adapts to change.
* Detail oriented.
* Ability to work independently or work collectively on projects.
* Familiar with AWS environment such as EC2, S3, AMI, IAM, Cloud Watch, VPC, RDS and Route 53.

**PROFESSIONAL EXPERIENCE**

**Metropolitan Transportation Authority (MTA) November 2017 - Present New York NY**

IT Consultant/Network Engineer Level III

• Worked with network engineers to perform surveys and cutover stations and offices to new cisco infrastructure

• Configured and install Cisco 3650 /3850 switches

• Installed of Cisco AERONET 2800 Series Access Points and it to the Wireless LAN Controller.

• Troubleshooting networking connectivity issues on both wire and wireless network.

• Patched network jacks and re-engineering cable management data closets

• Study and document existing infrastructures

• Assist Network Engineers on deploying equipment

• Labeled, Patched, and managed cables in IDFs and MDFs

Used routing protocols such as OSPF, EIGRP and BGP.

**Network Administrator, NAKOB Healthcare Technologies, New York, NY Sept 2015 – March 2017**

* Implemented, integrate and maintained the efficiency of the VLAN infrastructure to support data and voice traffic.
* Installed, configured and tested LAN/WAN Cisco switches and routers.
* Troubleshoot and resolved routing issues using tools on Cisco ASA such as Packet tracer, wire shark, traceroute etc.
* Configured access-list using both ASDM and command line level.
* Troubleshoot layer two switch related issues such as STP, VTP and RSTP.
* Configured OSPF and EIGR protocols on routers.
* Applied HSRP, VRRP and GLBP on LAN routers to achieve 100% network uptime for redundancy.
* Monitored network performance to determine necessary adjustments needed using SolarWinds
* Used OSI model to troubleshoot network connectivity issues to find the root cause of problems
* Replaced antennas, wireless routers, and cable-set boxes and wiring if identified as cause of problem.
* Used fluke and toner to trace a switch and find the configuration on a switch port.
* Configured WAN protocols such as HDLC, PPP and MPLS.

**Network Support Associate, InSource (Capital One Bank) New York, NY Aug 2012 – Dec 2014**

* Installed and configured network routers, switches and security devices with my team members.
* Identified and resolved network related issues and provided technical support.
* Documented network problem/resolution and designs for future reference.
* Traced switch ports and, cables using flukes.
* Upgraded Windows XP to Windows 7 and Office 2007 and 2010
* Backed-up and restored of all critical resources including router & switches IOS, Outlook, DHCP, DNS using Solarwinds.
* Assisted the IT department with various IT-related tasks such as, password recovery, tasks.
* Performed all duties with minimal supervision.

**IT Support Analyst, Next Generation, Richmond VA. July 09 – June 2012**

* Gathered and maintained inventory of personal computers
* Received and logged requests for support from help desk.
* Monitored progress of requests for support and ensured users were kept informed.
* Troubleshoot and resolved network related issues in a timely manner.
* Assisted the IT department with various IT-related upgrades, projects, and tasks.
* Open to learn new technologies.