

TRAVIS SAMUEL

Jr Cloud Engineer

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Dedicated IT Professional with 5+ yearsâ€™ experience that demonstrated strength in customer service, time management and trend tracking. Excellent troubleshooting problem and building successful solutions. Looking to apply technical and supervisor skills in supporting secure technology infrastructure.

Professional Experience

Senior Desktop Support New York State Psychiatric institute at Columbia University Medical Center January 2022 -

Present

- Basic troubleshooting and escalation of HCP,DNS,WIFI<VPN and other network issues.
- Vdi/Vmware horizon client troubleshooting
- AWS Cloud Watch as a monitoring tool to check the health status of the virtual instances
- Amazon cloud service: IAM, EC2, S3, EBS, VPC, ELB, SNS, RDS, Route 53, Auto scaling, Cloud Front, Cloud Watch, Cloud Trail, Cloud Formation, OPS Work, Security Groups
- Manage Qnap and Nas server
- Performs preventive maintenance, test and repair of equipment
- Assists with the resolution of application, hardware and software problems
- Provide training to newly hired IT helpdesk

Helpdesk Support Specialist New York State Psychiatric institute at Columbia University Medical Center August 2018 -

January 2022

- Active directory: enable and disable account, reset, and change password, assigning and unassigning hardware or software token, create email.
- Network: patch, crimp and push down cable, diagnose network connectivity issues using Wireshark or a fluke network toner.
- Manage the installation of software and hardware, system fixes, updates, and enhancements.
- Ensure application of information security/information assurance policies, principles, and practices while developing procedures
- responding to new threats to systems to ensure confidentiality, integrity, and availability.
- Maintained and managed Windows networking (TCP/IP, wireless configurations, DNS, etc.) for company technology assets
- Installed additional hard drives, memory, and software in employee desktops and notebooks.
- Setup wi-fi and provide technical support at company sponsored events.
- Respond to ticket in a timely fashion.

Computer Hardware Technician DanTech January 2018 - August 2018

- Provide Business and Residential Customer break fix, hardware installations for Dell Computers on both Desktops, Laptops.
- Diagnose and troubleshoot computer systems and printers, replace motherboards (desktops & laptops), dc ports, hard drives, etc.
- Assembly and hardware troubleshooting of PC Desktops / Laptops.
- On-site repairs done quickly and efficiency.
- Responsible for the maintenance of computer hardware and software systems
- Diagnose, install, and configure PC desktop and laptop hardware, software applications, operating systems

Education

Bachelor of Scince in Computer Engineering Technology New York Cuty College of Technology at 300 Jay St,

Brooklyn, NY 11201 February 2017 - June 2022

Associate Degree in Electro Mechanical Engineering New York Cuty College of Technology at 300 Jay St, Brooklyn,

NY 11201 August 2013 - December 2017

Key Skills

- System administration
- Customer service
- Windows & MAC Operating System
- AWS Services
- Software and Hardware installation
- Active Directory
- Terraform

Certifications

AWS Cloud Practitioner | October 2022