Nicholas Roman

535 First St, Carlisle, PA 17015
Cell (717) 601-4115 or Nicholasroman86@gmail.com

Professional Objective

To establish employment using the professional and technical skills I have attained and continue to increase the knowledge I have at hand to assist in resolutions to various issues.

Education

McCann School of Business and Administration   Obtained 04/2015
Associates Degree in Network Administration & Security
- Dean's list

Work Experience

PCUA (contract through Robert Half Technology)   10/2018 to 06/2019
Harrisburg, PA
Desktop Support Technician
- Troubleshoot Windows 7/10 OS and MS Office 2016/Outlook remotely and on-site
- Troubleshoot routers and switches
- Check monitoring systems to ensure health of applications and devices
- Setup Windows Deployment Services and Microsoft Deployment Toolkit
- Monitor and resolve tickets via phone/email support or on-site
- Setup Single Sign On for the ticketing system Samanage
- Setup VMWare virtual machines
- Setup Microsoft Exchange Server 2012 and 2016

Pennsylvania Bar Institute   10/2017 to 06/2018
Mechanicsburg, PA
Network Administrator
- Reset passwords, unlocked accounts, disabled accounts, and created accounts
- Setup various servers including Server 2012 and Server 2016
- Setup virtual machines to house a test network
- Ensured network stability by maintenance and actively monitoring the network
- Troubleshoot network issues
- Troubleshoot phone issues
- Troubleshoot network printers
- Troubleshoot desktop computers and mobile devices
- Collaborate with staff on upcoming projects
- Troubleshoot media streaming issues with third party support

AEC Group   10/2016 to 10/2017
Oakdale, PA
Field Technician
- Printer troubleshooting, repair, replacement
- Network setup, troubleshooting, and repair
- Thin client setup, troubleshooting, and repair

- Peripheral troubleshooting and replacement

Randstad Technologies   04/2013 to 10/2016
Mechanicsburg, PA
Help Desk Analyst
- Microsoft Office troubleshooting and repair for clients
- Maintain accounts within Active Directory for sites
- Windows troubleshooting and repair for clients and sites
- Communicate outages and assist clients with various PC issues
- Google Chrome, Mozilla Firefox, Internet Explorer troubleshooting
- Communicate with various specific teams about issues affecting sites and clients
- Active Directory administration for clients
- Exchange mailbox and distribution groups administration
- Application installs via SCCM

Professional Knowledge, Skills, Abilities
- Ticketing systems: Remedy, Heat, ServiceNow, ConnectWise, ITHelp, Spiceworks, Samanage
- Remoting tools: Teamviewer, Join.Me, GoToAssist, ShowMyPC, Bomgar, Dameware
- Automated Call Distribution
- Computer hardware diagnostics
- Microsoft Office: 2008, 2010, 2012, 2016, and Office 365
- Proficient knowledge of Operating Systems: Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10
- Knowledge of SCCM to push applications to end users
- Setting up servers
- Setting up virtual machines via Hyper-V

Classroom knowledge
- Univ. of Pennsylvania bootcamp – Web Development
    - Learned how to make a basic web page
    - Learned how to style web page using HTML/CSS
    - Learned how to give the web page functionality using Javascript/Jquery
    - Learned how to manipulate the DOM using Javascript/Jquery
    - Learning how to use API's
- Object Oriented Programming 1 – C++
    - Learned how to store data into a variable
    - Learned how to do basic arithmetic and store results into a variable
    - Learned loops and how to use them
    - Learned how to read data from a file
    - Learned how to store data to a file
    - Learned how to create a class
    - Learned how to create a function
    - Learned how to manipulate data after being read into program then output to a file
- Object Oriented Programming 2 -Java
    - Learned how to store data into a variable
    - Learned how to do basic arithmetic and store results into a variable
    - Learned loops and how to use them
    - Learned how to read data from a file
    - Learned how to store data to a file
    - Learned how to create methods

- Database 101 - SQL
  - Learned how to create a database
  - Learned how to add data into database
  - Learned how and when to set primary key and foreign key
  - Learned how to modify contents of a database
  - Learned how to display results that are relevant to what you need