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SL CLIENT NAME, MCP, MCTS, MCSA, MCSE

Address

City, CA Zip

Cell: (XXX) XXX-XXXX

Home: (XXX) XXX-XXXX

client's email address

OBJECTIVE: An IT Systems Administrator/Network Administrator position using proven technical skills, with opportunities for growth.

- Education**
- 2002 XYZ College, City, State – Major in Web master and Web designer
Courses included: Introduction to the Internet, Web master, HTML, Freehand, Photoshop, Swish, ASP, and IIS.
- 1997 XYZ College, City, State – Major in PC Technician
Courses included: in-depth exposure to computer hardware and operating systems including PC diagnostic.
- 2008/2009 XYZ College, City, State.

Certifications

Training

Microsoft Certified Professional (MCP).
Microsoft Certified Technology Specialist (MCTS).
Microsoft Certified Professional Administrator (MCSA).
Microsoft Certified Professional Engineer (MCSE).

Professional

Summary

Oriented Network Technician/system administrator, creative in finding effective network, system and application solutions to meet business needs.

- Good interpersonal and organizational skills.
- Work well independently.
- Areas of expertise are:
- Excellent knowledge of PC setup and installation of all types of operating systems, as well as various peripherals. Strong technical knowledge of Microsoft Windows Systems including Windows XP/Vista/7 and Windows Server 2000/2003/2008.as well as basic knowledge of the Linux Os.
- Hardware/software troubleshooting. Build, configure and maintain computers, hardware and peripherals including servers. Perform system backups and data recovery.
- Disk imaging Software, Acronis true image, Norton Ghost.
- Active Directory and, site structure includes good understanding of Windows 2003 GPO security policy configuration.
- Technical/user support.
- Expert with remote support tools such as LogMeIn, Go to Assist and GoToMyPc. Handle telephone and troubleshoot help desk calls related to personal computers and peripherals.
- Good knowledge of network configuration - TCP/IP networking, LAN/WAN, DNS/ and DHCP Services, including good understanding of the OSI model. Have administered and maintained local area networks' hardware and software.
- Good understanding of server virtualization tools such as VMware server and Microsoft

Experience, continued:

- Hyper-v technology.
- Familiar with switches, routers, VPN, firewall administration and configuration.
- Coordinate installation and configuration of new users. Perform technical work installing, operating and providing second level support for local and personal computers.
- Great knowledge with personal Pc's and server's hardware troubleshooting.
- Good knowledge with Dell computers workstations and servers, including laptops

Professional Experience

03/09-

EMPLOYER, CITY, STATE

IT TECH SUPPORT/NETWORK ADMINISTRATOR

- Install and administer new Peachtree Quantum Windows 2003 server for the accounting department, including set-up of Peachtree 2009 accounting software for up to 10 users.
- Install and administer customer relations management software (SugarCRM) on Cognitech Windows 2003 server to provide inter-office email and shared Internet
- Draft network procedures and updated current Company's network documentation, such as backup procedures and adding user permissions, including some documentation updates.
- Provide third party level support and network solutions for internal computers and Cognitech customer problems. Provide remote support to customers worldwide using Gotoassist.
- Support, manage and maintain terminal servers DHCP and DNS under Windows 2003 environment.
- Manage Cognitech active directory, domain controller user's accounts under Windows. 2003 server, implementation of a GPO security policy objects as needed to all Cognitech active directory OU.
- Perform daily backup procedures on Cognitech servers and individual workstations.
- Install and maintain various standard software as per user requirements.

2008.2009

EMPLOYER, CITY, STATE

SELF EMPLOYED

- Computer repaired and supported, including maintenance services.
- Onsite installation and Laptops repair.
- Remote support solutions.

2006-2007

EMPLOYER, CITY, STATE

COMPUTER TECHNICIAN/TECH SUPPORT

- Was responsible for providing help desk and network solutions to ATI Solutions customers.
- Performed network configurations for DVR systems.
- Provided remote support to customers over the Internet using VNC.
- Gained excellent experience in system operations and various types of hardware and software.

2004-2005

EMPLOYER, CITY, STATE

SELF EMPLOYED

- Provided computer repair and maintenance services to individuals and small businesses.
- Performed data recovery services.
- Provided networking solutions and remote support to individuals over the Internet.

2002-2004 **EMPLOYER, CITY, STATE**
QUALITY CONTROL MANAGER

- Was responsible for the final inspection of Motorola products in order to ensure proper and timely operational targets.
- Assisted in training and supervising of up to 20 staff in the QC department.

1999-2002 **EMPLOYER, CITY, STATE**
PRODUCTION ASSOCIATE

- Was responsible for the assembly and final inspection of end-to-end (E2E) Passive Optical Network (PON) and Broadband Passive optical Network (BPON) technology.

OTHER INFORMATION

Green card – eligible to work legally in the US.

Additional Language: Additional language listed here.

References are available upon request.