

Hands-on network engineer with strengths in diagnostic troubleshooting and customer satisfaction

SUMMARY OF QUALIFICATIONS

- ◆ More than eleven years in technical support positions including nearly one year as a network engineer.
 - ◆ Skilled in configuring, networking, and troubleshooting computer systems in Windows NT & Novell environments.
 - ◆ Outstanding diagnostic skills. Systematic and methodical in solving problems.
 - ◆ Very strong work ethic with demonstrated commitment to providing outstanding customer service.
 - ◆ Easy-going and accommodating personality. Known for going the extra mile to get the job done.
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TECHNICAL SKILLS

Operating Systems: DOS, NT4.0, Windows 2000

Software: Microsoft Office 2000, Netware, Projectwise, Honeywell, proprietary refinery applications

Networking Protocols: TCP/IP, NetBeui

Certifications: Microsoft Certified Professional

EXPERIENCE

United Oil, Port Murray, New Jersey

2002 to present

Contract IT Support Specialist

Provide on-site hardware and software support for 130 users throughout refinery. As part of two-person support team, build and network computer systems, install and configure software, troubleshoot and repair all computer problems.

- Established reputation for prompt and effective response to service requests from customers, guaranteeing continued operation of workstations, servers, and refinery computer systems. Systematically troubleshoot problems to ensure quick and accurate resolution, collecting high customer satisfaction ratings.
- Effectively resolved problem with software used to allow remote downloads to networked computers, conducting research to identify possible causes and then pinpointing and addressing the source problem.
- Developed strong rapport with users, earning recognition as the “go-to” support person among users.
- Created Access database application to track inventory of computers and peripherals, monitor purchases and costs, and optimize allocation of computer resources.
- Effectively used ghost software to create and update machine images, improving speed and accuracy of custom computer configurations.

ACS, South Hills, New Jersey

1999 to 2002

Repair Technician

Provided on-site and in-house technical support for this distributor of automated warehouse equipment. Installed and repaired computer-based warehouse equipment and power supplies, effectively diagnosing problems.

- Worked closely with customer to determine and review scope and cost of repair projects.
- Consistently completed projects in accordance with established deadlines and customer expectations.

PT Technologies, South Hills, New Jersey

1997 to 1998

Repair Technician

Assembled, tested and repaired telephone and peripheral equipment for this leading telecommunications firm.

- Worked with technicians and engineers to resolve complex technical problems. Trained new technicians.

General Nissan, Freeport, New York

1991 to 1996

Service Representative

Provided technical and customer support functions for this automobile dealership.

- Serving as liaison, interacted with customers to assess needs and recommend appropriate services.
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EDUCATION & TRAINING

Computer Institute, Newark, New Jersey

Network Engineering Diploma, October 2000

- ✓ As part of team, networked classroom computers and effectively diagnosed problems introduced by instructor.
- ✓ Configured client workstations, servers, and peripherals.
- ✓ Gained hands-on experience in LAN/WAN configurations, hubs, routers and networking protocols.

Technical Institute, Woodridge, New Jersey

Digital Electronic Technician Certificate
