

# Bill Brasky

Cell: (555) 555-5555

Email: [randomguy@gmail.com](mailto:randomguy@gmail.com)

<https://mylinkedinprofile.com>

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## Summary

*Motivated IT professional who thoroughly enjoys the challenges of the Industry. Cisco CCNA and Comptia certified with over 5 years experience working in IT, and deploying technologies to improve business efficiency. Hands on experience with enterprise network hardware and Windows 2003/2008 server administration. Over 10 years of experience working in customer support roles with an emphasis on technology, and developing relationships and a teamwork mentality.*

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## Certifications and Education

- CCNA (Cisco Certified Networking Associate) (2014)
- Comptia Network+ (2010)
- Comptia A+ (2009)

### XYZ Community College

- Associate of Arts and Sciences (A.A.S), Graphic Design and Advertising (2003)

## Courses Completed

### XYZ Community College

- Interconnecting Cisco Networking Devices (ICND1) v2.0 (2013)
  - Comptia Network+ certification program (2010)
  - Comptia A+ certification program (2009)
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## Skills Summary

### Networking Protocols

- VLANs, RSTP, DHCP, NAT, OSPF, EIGRP, Subnetting, Frame Relay

### Hardware

- **Routers:** Cisco 3725, 1841, Ubiquiti Edge Router Lite
- **Switches:** Cisco Catalyst 2960, 3560, Adtran Netvanta 1500, Dell Powerconnect 5324
- **Firewalls:** Sonicwall NSA 2400, Zyxel Zywall USG50/100
- **Systems:** Dell Poweredge 2950, Netgear NAS 500, Laptops and Desktops (HP, Dell, Apple)
- **VOIP:** NEC SV8100 IP PBX, NEC DT700 IP Phones
- **Network Printers:** Ricoh 2851 series MFP, Kyocera 2535/3650, Xerox Docucolor 2060

### Software

- **OS:** Windows XP, Vista, 7, and 8, Windows 2003/2008 Server, Mac OSX, Linux Ubuntu
- **Applications:** Wireshark, Virtualbox, VMWare Player, Microsoft Office 2007/2010/2013, Microsoft Sharepoint (administration), Symantec Endpoint Protection, Adobe Creative Suite
- **Network Command line:** Cisco IOS, Adtran AOS

# Experience

## **Acme Property Management Company** *(May 2010 - Present)*

### IT Administrator

Providing technical support for corporate and property employees and implementing new technology solutions.

#### Specific corporate and site tasks

- Working closely with IT Director to implement business critical applications, and equipment upgrades.
- Providing software, hardware, and network support for corporate and site employees.
- Traveling to sites for equipment installations, and to resolve network problems.
- Ordering equipment as needed for sites including SOHO routers, switches, and printers. Responsible for maintaining IT equipment for 65 properties in NC, SC, and VA.

#### Corporate Network Projects

- Installing Sonicwall NSA 2400 and utilizing features such as bandwidth management, access rules, and load balancing to optimize internet traffic.
- Installing Layer 3 switches, setting up VLANs, and VLAN routing to optimize Data and Voice traffic.
- Administration of NEC Univerge SV8100 IP-PBX, and UM8000 Voicemail blade.
- Configuring NEC DT700 VOIP phones for use on the network, and setup to employee specifications.
- Installing and configuring SonicPoint wireless Access points
- Installing IP Security Cameras

#### Corporate Server Projects

- Installing Windows Server 2008
- Adding and removing users in Active Directory
- Configuring DHCP Scopes for users, phones, and wireless clients.
- Planned and implemented Egnyte hybrid-cloud file server for corporate and site employees. Project included rack installation and configuration of NAS, and RAID array for Egnyte application and file storage.

## **My Freelance Business** *(November 2008 - Present)*

### Owner/Freelance IT support

Freelance computer and network support for residential and small business customers.

#### Specific tasks include:

- Installing wired/wireless networks including routers and firewalls, business class switches, and access points.
- Products implemented include custom Pfsense firewall deployment, Ubiquiti UniFi AP's, Ubiquiti Edge Router Lite, Zyxel Zywall USG50/100, Cisco RV220W, and Cisco 300 series managed switches.
- Repairing, installing and upgrading computer systems.

## **A Printing Company** *(March 2004 - October 2008)*

### Production Manager/Designer

Managing print production and customer service in a retail printing environment.

#### Specific tasks include:

- Managing pre-press production, scheduling, and customer service.
- Retail printing sales and print design consultation.
- Providing in-person and phone support for customers concerning job specifications and artwork.
- Creating original designs, print marketing materials, and preparing files for production.
- Maintaining a high level of quality on Xerox digital presses.
- Maintaining office computer systems and copiers; Troubleshooting and resolving hardware, and software issues to minimize down time. Escalating to service technicians when necessary.