

My Name

123 Main St, City, State Zipcode

Phone: (805) 555-1234 | [email@gmail.com](mailto:email@gmail.com)

Multi-Certified IT Support Professional

**Tier 1 Help Desk | Remote Technical Support | OS/Network Troubleshooting**

- CCNA, MCSA and VCP certified. Recent college graduate with six months of help desk/junior system administration experience providing software, hardware, client/server and networking technical support.
- Rapid and passionate learner with the ability to adapt to multi-vendor environments.
- Strong communicator and determined to resolve issues with a friendly professional touch.

**Technological Proficiencies:**

- Software: Windows 7/8, Windows Server 2008 R2/2012 R2, Exchange 2010 Server, Active Directory, Group Policy, PowerShell, Microsoft Office 2010-2013, Office 365, VMware vSphere 5.5, ESXi 5.5, vCenter Server, vCenter Web Client
- Ticketing System: LabTech, AutoTask
- Hardware: Cisco routers and switches (2811 and 3550 L3 switches), Wireless access points (Ubiquiti, Cisco-Meraki, Xirrus), Firewalls (Cisco, Cisco-Meraki, Sonicwall), iSCSI SAN storage, Dell PowerEdge servers, Cat5e cabling

**Experience**

*IT Support Technician, Applied Network Solutions (April 2015 – September 2015)*

Apprentice to senior network engineer in a Simi Valley based managed service provider. Gained valuable help desk, on-call and emergency experience in small-business networking. Projects included wireless access point upgrades, cabling and hardware installations, and server/desktop maintenance.

**Certifications**

Microsoft Certified Solutions Associate: Server 2012

Cisco Certified Network Associate: Routing and Switching

VMware Certified Professional 5: Data Center Virtualization

**Education**

*Associates of Science, College (2013-2015)*

Comprehensive vocational training in systems and network engineering. Curriculum included Cisco, Microsoft and VMware technologies with a strong emphasis on hands-on training.