Peter
Contact: Cathy Kopa
UNIVERSAL Technologies
518-542-6312
Ckopa@univstech.com

Professional Summary:

IT Professional with experience providing technical help desk, remote and in person support for hardware, software and network connectivity issues in a Windows environment.

- Experience troubleshooting user hardware and software issues and documenting all activity in a trouble ticketing system.
- Adept handling a **high volume of help desk calls** to support all staff levels with technical issues.
- Experience installing new networking equipment, upgrading hardware and software, and configuring devices for new users.

Consultancy Job Title: Service Desk

Tools & Technologies	**Windows Server 2012**, Mac OS, **Cisco, Windows 10**, Linux, VMware, Apache, Windows ISS7, **Cisco Switches**, Extreme Network switches, Salesforce, Remedy Ticketing, Service Pro Ticketing System

Education

- Bachelor of Technology in Computer Systems, New York City College of Technology CUNY, Brooklyn, NY
- Associate in Applied Sciences, Computer Information Systems, New York City College of Technology CUNY, Brooklyn, NY

Professional Experience:

Client: UNIVERSAL Technologies/New York City School Construction Authority (SCA), New York, NY
Dec 2018 – Present
Title: Helpdesk/Desktop Support

Responsibilities:
- **Performed troubleshooting** on user **hardware** and **software** related issues.
- **Configured devices** for new users and upgrades.
- Provided remote support to all NYC public school job sites.
- Granted access and **support** for internal **SCA applications.**
- Trained users in software and internal applications.
- Created and responded to tickets in **Salesforce.**

Client: Proline Car Stereo, New York, NY   **May 2017 – Dec 2018**
Title: Helpdesk Associate

Responsibilities:
- Set up video conferences.

- **Repaired hardware related issues** onsite.
- Maintained network equipment.
- **Installed new equipment**.

Client: Kingsborough Community College, Brooklyn, NY	**Jun 2012 – Sep 2017**
Title: IT Support Assistant	

Responsibilities:
- Assisted faculty with **computer issues** in classroom environment.
- Imaged faculty laptops and imaging lab machines.
- Supported the STEM lab with all technical related issues.
- Performed **troubleshooting for hardware and software** related problems.
- Performed **routine machine maintenance** and repairs.
- **Closed work order tickets** using **Service Pro ticketing system.**

Client: Kingsborough Community College, Brooklyn, NY	**Sep 2016 – Dec 2016**
Title: Network/Telecom Intern	

Responsibilities:
- **Installed new networking equipment** and maintained switches.
- Responsible for Windows Server 2012.
- Monitored the status of equipment through applications.
- Utilized **Windows Server 2012, Mac OS, Cisco, Windows 10** and **Linux.**
- Experienced in VMware, Apache, and Windows IIS7
- Responsible for **Cisco switches** and Extreme Network switches.