Vero Beach, FL 32967
(813) 863-8704
edwardgibson302@gmail.com

{Edward Gibson}
College Educated IT Graduate

Help Desk | Technical Support | Hardware Repair | Technician | IT Specialist |

SUMMARY OF QUALIFICATIONS

- Excellent communication skills with the ability to explain technical information to people while providing superior customer service.
- Experience in a simulated environment with network administration responsibilities, such as setting user permissions and passwords using Group Policy in Active Directory environment.
- Experience setting up and maintaining networks on Windows Server 2003/2008 and configuring peripherals such as: printers, scanners, and fax machines.
- Familiar with the Open Systems Interconnection (OSI) model and setting up entire virtual networks.
- Knowledge of sub netting IP addresses using CIDR notation.
- Experience in a virtual environment troubleshooting computer hardware and software – remote and desktop support.
- Advanced in the Microsoft Office suite using Word, Excel, and PowerPoint.
- Operating system installation, configuration and troubleshooting in a Windows 7 environment.

TECHNICAL SKILLS/CERTIFICATIONS

OPERATING SYSTEMS: Windows XP, VISTA, 7, Server 2003, 2008
SOFTWARE: Microsoft Office (Word, Excel, PowerPoint, Access), Avast Anti-virus
HARDWARE: Cisco routers, switches, and hubs; coaxial, cat 5, fiber optic, Ethernet cabling; modems, printers, Hard drives, motherboards, processers, power supply.
NETWORKING: LAN, WAN, VPN, SAN, Ethernet, TCP/IP, SMTP, POP, POP3, IPsec, IMAP4
CERTIFICATIONS: PC Basics, Microsoft Word 2010, Microsoft PowerPoint 2010, A+ Certification

EDUCATION

Associate of Science, Computer Information Science -Networking   Everest University Online
Graduated April 6, 2014| Tampa, FL
Relevant Classes:

- Network Operating Systems (client & server)
- Network Infrastructure
- Network Management
- Computer Hardware
- Computer Programming
- Computer Applications
- Network Security Fundamental
- Network Routing
- Computer Networking Fundamentals
- Computer Operating Systems

PROFESSIONAL EXPERIENCE

Resident Aide | Tampa, FL   November 2012 – 2015
Agency for Community Treatment Services (A.C.T.S.)

- Responsible for participating in and monitoring the activities of residents during an assigned shift.
- Communicate with supervisor and established chain of command regarding daily operations and/or incidents; document all required information in a clear, legible, timely, concise and accurate manner.
- Utilize Agency communication devices and information technology as a business tool.
- Proficient in the use of Outlook, Train Caster, KIS and related IT systems and software applications.

COMMUNITY SERVICE

Hillsborough County Homeless Services| Tampa, FL

- Volunteer to help gather and maintain data quality in the UNITY system database.
- Maintain data quality in UNITY database for A.C.T.S./Sandra Prince Samaritan Home.