



"Designing Superior Solutions"

Ronald Daniels

Network Support Professional

- Solid professional offering a strong academic background in IT combined with excellent enterprise level support experience.
- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

Education

ITT Technical Institute- Fort Wayne, IN.

B.S. in Information Systems Security

ITT Technical Institute – Fort Wayne, IN

A.S. in Computer Networking Systems program

Technology Summary

Certifications: Microsoft Certified Professional.

Systems: CICS/ISPF/Mainframe, UNIX, Windows 3.x/9X/NT/2000/XP/2K3/Vista/7/2K8, Ubuntu, Fedora, Open SuSe, Mac OS, Solaris, and Sun

Databases: Access, SQL Server 2005 and 2008(Working Knowledge only) MySQL(knowledge from a music standpoint)

Languages: SQL, HTML, CSS, C++, Bash Scripting, Powershell(basic knowledge), VBScript(basic knowledge)

Software: MS Office 6.0/97/2000/2k3/2k7/2k10/, MS Exchange 2k3/2k7/2k10/, Active Directory, Lotus Notes 6.x/7.x/8.x, Adobe Creative Suite CS3-5, Open Office (all versions), Chromium Browsers(multiple flavors), Microsoft SharePoint 2k7, 2k10, Internet Explorer 5-9 Beta, Remedy Ticketing System, Active Roles Server, Microsoft Communicator 2007 R2, Cisco VPN, RSA ACE Server and Token Software. Altiris and Marimba Imaging Solutions, Norton and McAfee Enterprise Antivirus Software, and Symantec Ghost.
Proprietary Software to Verizon/Frontier:

CMISWeb(ticketing software), BQT, Iconsole, Dynamic Home Page, National Order Collection Vehicle(NOCV), SSP, Terminal Productivity Exchange (TPX), CASPOOL, AIMS(collaborative chat), Sametime(instant messaging protocol), Avaya and Rockwell, Cofee Today, National Desktop, and the Printer Mapping Tool.

IT Experience

Network Support Technician-(March 2011-April 2011)- - Provided remote support for a large enterprise environment (>30000 users), for the following types of issues:

- Password, Workstation, and Server Resets
- Account Lockouts, and Unlocks, also Disabling and Enabling Accounts
- Extensive work in Active Directory, i.e. Adding new users, workstations, servers, deleting such objects
- **The ability to troubleshoot via a remote desktop protocol (Microsoft Windows Remote Desktop), Team Viewer, VNC Viewer and Server, and UltraVNC, and also have used the Help and Support area to remote in as well.**
- Resetting and configuring Blackberry Email, on the device and the computers laptops as well.
- Windows- Printer and Drive Mapping, Data Recovery, Corrupt Profiles, Driver Installs, Autoproxy issues with Internet Explorer, Why things keep locking up, where certain programs are etc.
- Microsoft Office calls- Upgrades to 2k7, document compatibility issues, button locations, help with undoing macros; loss of documents and no auto recovery on.
- AS/400 calls- resetting passwords, running robot jobs, and troubleshooting mainframe printers
- VPN- Installation and Troubleshooting, resending tokens, checking accounts, reinstalling the client and token software, recognizing firewall blocks and making the client configuration work with those blocks.

Network Support Technician- (February 2010-October 2010) - Provided remote support for a medium enterprise environment (>10000 users), for the following types of issues:

- **Password, Workstation, and Server Resets**
- **Account Lockouts, and Unlocks, also Disabling and Enabling Accounts**
- **Extensive work in Active Directory, I.E Adding new users, workstations, servers, deleting such objects**
- The ability to troubleshoot via a remote desktop protocol (Microsoft Windows Remote Desktop), Team Viewer, VNC Viewer and Server, and UltraVNC, and also have used the Help and Support area to remote in as well.
- Resetting and configuring Blackberry Email, on the device and the computers laptops as well.
- **Remote Server (UNIX) Resets.**
- For many of the Proprietary types of Software that are listed up top, the main ones were, CMISWeb (ticketing software), BQT, Iconsole, Dynamic Home Page, National Order Collection Vehicle (NOCV), SSP, Terminal Productivity Exchange (TPX), CASPOOL, AIMS (collaborative chat), Avaya and Rockwell, Cofee Today, National Desktop, and the Printer Mapping Tool, also there were a lot of AIM (America Online Instant Messenger) and VMware Viewer calls.
- Windows- Printer and Drive Mapping, Data Recovery, Corrupt Profiles, Driver Installs, Autoproxy issues with Internet Explorer, Why things keep locking up, where certain programs are etc.
- Microsoft Office calls- Upgrades to 2k7, document compatibility issues, button locations, help with undoing macros; lose documents and no auto recovery on.

Systems Administrator- Various Locations- (May 2005- January 2010) - I provided multiple tiers of technology support during this time. I worked mainly with individuals during this time, but I did do some work with small business in the following areas:

- Router, Switch and Hub, installation, configuration, and security
- Running the proper cabling and communication with the end user to make sure that it wouldn't be in the way for the users
- Consultation for purchase, installation, configuration, and sometimes reinstallation of hardware and software.
- Worked with end users to set up multiple types of hardware (video game systems, mp3 players and small electronics to get them secured and on the network.

- Troubleshooting anything from the simple I can't login to my computer to my complete network has crashed.
- Windows- Printer and Drive Mapping, Data Recovery, Corrupt Profiles, Driver Installs, Autoproxy issues with Internet Explorer, Why things keep locking up, where certain programs are etc.
- Microsoft Office calls- Upgrades to 2k7, document compatibility issues, button locations, help with undoing macros; lose documents and no auto recovery on.
- **Extensive work in Active Directory, I.E Adding new users, workstations, servers, deleting such objects. Also moving, configuring and implementing GPO's and migrating users in and out of Active Directory with the use of batch files and CSV files.**
- Firewall Installation, and configuration of outbound and inbound rules to block unwanted traffic.
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The places that I worked during this time are as follows:

- Killeen, TX
 - During my time in the military I helped plenty of individuals in my Army Barracks as well consulted for small businesses.
 - Small Businesses in that time were:
 - Special Cleaning Inc.
 - Shadow Reaper Technologies
 - Personal Limousine.
- Norwich, CT
 - I gave of my expertise to help some well known civic organizations when I wasn't working to help the day jobs become more efficient.
 - NAACP(this has been an ongoing thing, just I had not been home before then)
 - I worked with members of City Government to teach the lesser known aspects of Computer Security. (I went to the few that I knew first and then my knowledge was spread like wild fire.
 - While working to better myself and my family I was asked to do some teaching and supervising over new equipment while at...
 - Bob's Discount Furniture
 - Working with my colleagues from High School on various web related projects
- Columbia City Indiana
 - After I arrived I immediately started working to get my degrees in Computer Networking Systems, and Information Systems Security. While doing so, I worked with the following people to further my skill sets
 - William Rivera (Former IT Chair ITT Tech)
 - Colleagues of my collegiate studies
 - Nicholas and Desiree Paulus (I am their "Technician on Retainer")
 - My father in Law, he is computer literate, and sometimes will need help from time to time.

Common Ground Station Operator/ S-6 Fort Hood TX-(October 2002-June 2006)

As an Intelligence Professional in the US Army,

- I provided High Quality Intelligence to the war fighter with the use of the following technologies.
 - JTT Radios
 - SINCGARS Radios
 - Radar signatures from different intelligence assets
 - Multiple RAID Disks
 - Solaris (Unix) software platform
 - Cryptographic Devices
- I provided high quality technical support to the war fighter with the use of the following technologies
 - Common Access Cards and readers to further authenticate the user.

- Secret Internet Protocol Router Network Laptops and Desktops to transmit information that needed to be secured.
- Use of Technical Manuals and Google Networks to find all necessary answers to technical questions we didn't know the answers to right off.
- Use of Command Line Tools to fix the network, the operating systems and to just add a user.
- **Extensive use of Remote Desktop Protocols (RDP, UltraVNC, and Teamviewer) to troubleshoot server and desktops for triage and repair of hardware and software**
- **Experience in adding and deleting users in Active Directory via batch and CSV files**

References Available Upon Request