

John Roman
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CAREER OBJECTIVE

Obtain IT position/support that utilizes my technical skills and my soft skills that could benefit your business.

TECHNICAL SKILLS

- **OPERATING SYSTEMS**: Cisco IOS, Windows XP, Windows Server 2003 plus Active Directory, Windows 2000, Windows 98/95, and DOS 6.22.
- **NETWORK TECHNOLOGIES**: Cisco 2500 series routers, DHCP, DNS, FTP, HTTP, and network cables.

SUMMARY OF MY QUALIFICATIONS

- Fluent in English and good French
- Comptia A+ and Microsoft Professional Certification in Windows XP
- Maintain, install, and configure Cisco routers and switches.
- Maintain, install, and configure all Windows operating systems.
- Configure and Troubleshoot TCP/IP connectivity.
- Perform network installation of operating systems using Ghost and Acronis
- Knowledge of DHCP, DNS, FTP, and various protocols.

EDUCATION

CDI College
September 2006 - May 2007

- AEC in Computer support and networking.
- Cisco networking Academy Program Certificate.
- Certified in A+ and MCP (Microsoft Certified Professional) in Windows XP.

WORK EXPERIENCE

ABC Inc. - Montreal, Quebec

June 2008 to March 2009

Computer Technician

- Providing first class customer service.
- Providing support on Windows XP.
- Providing support with different application such as Office 2003 and 2007.
- Managing users and groups.
- Managing GPO.
- Giving access to users to network folders.
- Managing Active Directory.
- Troubleshoot network connectivity.
- Keeping track of the inventory.

TECHNOLOGIES: Active Directory, TCP/IP, Microsoft Office, Windows XP, Citrix

CSC (Computer Science Corporation) – Montreal, Quebec

Oct. 2007- April 2008

First Level Help Desk Support

- Providing first class customer service
- Providing first level support on operating system and applications.
- Making sure the escalations procedures are handled properly.
- Resetting passwords for end users.

TECHNOLOGIES: Novell, Active directory, remote desktop, networking, custom applications, and AS400.

XYZ Inc., Montreal, Quebec

August 2004 - March 2006

Assistant Manager

- Serving customers
- Handling orders
- Inventory control
- Scheduling employees
- Maintaining the store properly and professionally
- Training employees on the cash and customer service

References Available Upon Request