STEPHAN HARKINS
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CompTIA.

A+ and Network+ Certified

Summary: I have 7 years' experience with servers and workstations, including Server 2003, XP, Windows 7, installing and administering server roles such as Active Directory, SMTP, POP3, writing DNS records, hosting with IIS, WebDAV, as well as client applications for web sites, multimedia, and graphics. I would like to manage small to medium network, or provide support for servers or client OS's.

Employment 2005-2010   UNISYS Corporation Austin TX

Tech Support Rep II - Providing level I and level II remote troubleshooting, for companies' internal VPN's and client applications. Configuring wireless TCP/IP settings as well as for LAN. Installing and repairing applications using remote tools through Citrix (WebEx, Bomgar, Novell, Remote Assistance, and LAN Desk), documenting all trouble- shooting in multiple ticketing systems including Peregrine, HP Service Manager, and Remedy over the following time periods.

2008- 2010 After Hours-*Active Directory Administrator* supported multiple companies' VPN infrastructures, applications, and devices, accessed through Citrix for companies such as AARP, Ashland, Cadbury, Capital One, DPSG, FOX, GGP, Rodale, and Unilever.

2007-2008 Business Objects -*Active Directory & Blackberry Administrator*: Installed configured and Supported Cisco VPN. Created Blackberry accounts and synchronized devices. Created computers and joined them to the domain. Created group policies, conference rooms, and distribution lists, created and activated devices, pushed software, using LAN Desk.

2005- 2007 Unilever – *Dell Certified Systems Expert*: Received the Bronze Achievement award. Supported and installed scripted applications such as Checkpoint, Entrust, MS Live Meeting, MS Communicator, and MS Office remotely, using WebEx. Remote HP Printer Installations.

Education   DeVry University

2011- 2012   Graduated with a Bachelors of Science in Technical Management. On the Dean's list with a 4.0 GPA. Transfer scholarship recipient.

Austin Community College

2010-2011   Core curriculums for B.S. Technical Management, A.A.S Local Area Network Systems Administration, maintained a scholastic leadership status and 3.76 GPA.

2004/2005   Graduated the Certificate program in LANS Network Administration and WAN Technologies in Computer Electronics/Telecommunications. GPA 3.56
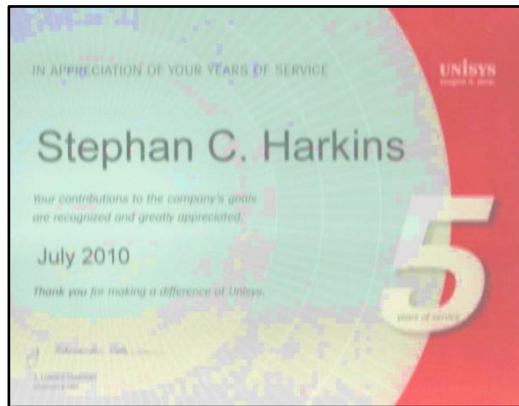
2002/2003   Graduated the Certificate program in Applied Multimedia Technology and Web Page Design and 3D animation.
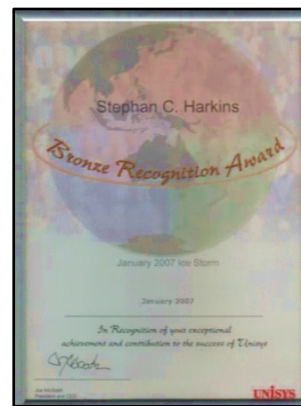
A+ Certification

Network+ Certification

UNISYS ACHIEVEMENTS

5 years of quality service

Perfect attendance