Alexander Benjamin Darrous

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**career Profile**

With five years of experience helping clients with various IT technical support issues, I am seeking a career opportunity as of May 2016 to develop my current IT capabilities as well as strengthen my knowledge in Cisco. My strong interpersonal skills combined with problem solving abilities would be an asset for your company.

**Education & Certifications**

Lasalle College *(expected graduation in May 2016)* Aug. 2013 – Present

**DEC in Computer Science – Network Management**

CiscoSystems Inc. March 2016

**Cisco Certified Network Associate Security (CCNA Security)**

CiscoSystems Inc. March 2016

**Cisco Certified Network Associate (CCNA)**

CiscoSystems Inc. July 2015

**Cisco Certified Entry Networking Technician (CCENT)**

Cisco Networking Academy

* **CCNA Routing and Switching: Scaling Networks** September 2015
* **CCNA Routing and Switching: Introduction to Networks** March 2015
* **CCNA Routing and Switching: Routing and Switching Essentials** March 2015
* **Linux Essentials Professional Development** January2015

Pearson Electrotechnology Centre2011 – 2012

**DEP in Computer Science**

**Business Experience**

Walmart Canada, Kirkland May 2015 – Present

**Sales Associate**

**IT Support, Self-Employed** 2010 – Present

*Providing face-to-face professional IT services for corporations and individuals in Montreal*

Tasks include: virus removal and data recovery; configure network devices (printers, home routers, media devices); install adapter cards, third-party programs; technical advice; map network drives; and create network diagrams and additional documentation

.IDEA (*Montreal-based IT service desk)*

**Technical Support Analyst – Level 2** July 2012 – December 2012

Tasks include: provided optimal technical advice to all clients on a consistent basis; address Internet Explorer and Microsoft Office issues; provide training to level 1 analysts; escalate tickets to 3rd level support groups; and develop patches/fixes

**Technical Support Analyst – Level 1** November 2011 – July 2012

Tasks include: Assisting in keeping call volume to under 3 percent abandonment rate; consistently stayed well under the allotted time for each phone call; and create and route tickets with remedy to 2nd level support groups

**Technical Skills**

**Networking**

DHCP, NAT, IPv6, RIP, EIGRP, OSPF, STP, EtherChannel, HSRP, GLBP, VRRP, GRE Tunnel, Frame-Relay, Cisco IOS

**Programs**

Wireshark, SecureCRT, Teraterm, Putty, PRTG, TFTPD32, FileZilla, Angry IP Scanner, NMAP, INSSIDER

**Operating systems**

Windows XP, Windows 7, Windows 8, Linux, Server 2003, 2008, 2012

**Software**

Microsoft Office & SharePoint, Skype, VMware, Symantec Ghost, Remedy, Internet Explorer , Firefox, Google Chrome, Active directory services, Exchange, Visio

**Programming Languages**

HTML, CSS, C#, C++, AutoIT

**VOLUNTEER & Projects**

* Bladder Cancer Canada

Facebook CCNA Study Group (Admin)

**Languages & Interests**

* English
* French
* Anime
* CAMPING
* Cooking
* gaming