Othaim Kosa

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IM/IT, TECHNICAL, NETWORK, SERVER, AND WEB SUPPORT EXPERIENCE

Profile and Objective

Motivated and personable **technical professional with a successful 10+ year track record in technical support, client service, and network support**.Recognized for quickly mastering technology, achieving objectives, managing multiple projects and meeting deadlines. Diplomatic and tactful with professionals at all levels. Accustomed to handling sensitive, confidential records.Demonstrated history of producing results.

Flexible and versatile – able to maintain a sense of humour under pressure. Poised and competent with demonstrated ability to work well within a team environment, or independently. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

♦ Exceptional oral & written communication skills
♦ Proficiency in English (mother tongue) & possess basic French language skills.
♦ Detailed technical background (10+year history)
♦ Technical experience includes proficiency dealing with a variety of client, server & network issues.
♦ Project Management
♦ Web designer in both Linux and windows based systems
♦ Training delivery
♦ Problem solving & crisis management (technical)
♦ Technical Writing & Documentation
♦ Software, Hardware, Database, Network & Server experience

Certifications

♦ Cisco networking (Software/Hardware) Certificate – Algonquin college, Ottawa, ON
♦ Cisco CCNA certifications, Algonquin college, Ottawa, ON
♦ PC Hardware Certificate – Algonquin college, Ottawa, ON
♦ Software Support Technician – ASDE, Gatineau, QC
♦ Government security Clearance Enhanced reliability status
♦ WHMIS Certification – Quantum, Ottawa, ON

Professional Experience

Software: Advanced user of Microsoft Office and SharePoint.
Databases: MS SQL and Access.
Operating Systems: Windows Vista/ Windows7/Windows8,Fedora, Redhat, Ubuntu.

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Server Platforms: Novell Netware 5, IBM Blade server (blade centre systems) ,Windows NT Server, Windows 2003/2008/2010/2012 Server, Dell and HP (hardware side), Advanced IBM Reflections mainframe.
Routing and Networking: Cisco routers and switches (all series), NETGEAR, D-Link, TCP/IP, VoIP.

Detailed cabling, wiring and soldering: CAT6, Fiber, electrical.

- ♦ Coordinated activities during installation and/or repair of computers, and telecommunication hardware, and software and **maintained network security**.
- ♦ **Monitored, controlled and verified servers** to ensure system integrity.
- ♦ Reviewed all changes to the computing systems and made recommendations to the use of virtual machines reducing memory lose in server systems.
- ♦ Studied and developed recovery plans to restore computer services during power disruption events, and performed the appropriate power up/down restoration sequences.
- ♦ Resolved IT issues by **troubleshooting client inquiries** about hardware, software and/or peripheral problems.
- ♦ Provided advice, briefings, recommendations and solutions to senior management, technical staff, non-technical staff and clients.
- ♦ Experienced in the administration of systems utilizing a variety of different technologies.
- ♦ Superior in using **VMWare server**, workstations in deploying tests before client implementation
- ♦ Analyzed security problems, identified key issues, and compared all aspects of the issues, and reached logical conclusions and recommendations to maintain the security of assets under my responsibility.
- ♦ Supported highly confidential networks and/or systems.
- ♦ Delivered requested information to clients from security sensitive hardrives by Data recovery.
- ♦ **Configure Mobile devices, Android, Windows and IOS** based to work with Meraki cloud storage.

Employment History

Technical Sales Support/IT Manager   **July 2013 - Present**
RealIT Management Inc, Ottawa ON

- Responsible for analysis, installation, maintenance and modification of Windows 2003/2008/2012, Exchange Server 2003/2010, Active Directory, ESXi VMware and Windows7 & 8 workstations
- Recommend new hardware and software for upgrades, patches and repairs
- Support in designing and implementing a solution strategy for an intelligent notification system using Mir3 TelAlert and Mir3 Enterprise Service Bus solutions
- Assist technical team in system and network related issues in Windows environment
- Provide assistance with new deployment projects, migrations and rollouts
- Perform network administration tasks including creating, modifying, and deleting users and groups; modifying rights and setting up network printer
- Handle customer queries via phone, email, on-site visit and register Service Tickets based on Severity and SLA
- Obtain quote from HP distributors and construct quotes for clients

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- Present technical solution to Support Management
- Create and manage Support Contract renewals
- Strong grasp of Information Technology in both technical and business aspects
- Coordinate in developing documents and response related to RFP/RFT/RFQ
- **Applications:** HP OVSD, HP Service Manager, Windows 7 & 8, ESXi VMware, Filezilla, MS Office 2007/2010, Mir3 TelAlert, MS Windows 2003/2008/2012 server, Apache Tomcat, Java JDK or JRE, MS Active Directory 2003, Exchange Server 2003/2010, MS SQL 2008, MS Visio 2010, MS Project 2010 etc

System Analyst   03/2013–Present
KCI networks, Ottawa, ON

- ♦ Software installations (windows, linux, server OS, Vmware and Other)
- ♦ Computer Hardware server assembly and test's
- ♦ Maintaining configuration management and Data Centres
- ♦ Replacing defective hardware & software components at customer sites
- ♦ Reporting and do test analysis on Networks (vlan).
- ♦ Installing and securing upgraded communications solutions for Business Clients.

System Technician   11/2012–Present
T.E.S/IBM, Ottawa, ON

- ♦ Ugrade and Testing of POS installations
- ♦ Software installations
- ♦ UPS installations and report Hardware test's
- ♦ Maintaining configuration management
- ♦ Replacing defective hardware components at customer sites
- ♦ Reporting and do test analysis on Network Cable management
- ♦ Installing and securing upgraded communications solutions for Business Clients.

IT Support Specialist   01/2012–08/2012
PLANETKOSA LLC.,San Francisco, CA

- ♦ Tracking and reporting on the status of all **computer systems** and **wireless networks**
- ♦ Track and monitoring all i**nternet security services** for all Business clients
- ♦ Provide **2nd level business supports** for network services to our clients
- ♦ Maintaining configuration management
- ♦ Delivering computer components to customer sites and sets up the systems
- ♦ Provide online services and application support
- ♦ In charge of Communication and Trend Analysis
- ♦ Deploying Meraki access points for a Wireless network coverage
- ♦ Working directly with end users knowledge of supported systems to reduce work volume
- ♦ Assisting upper management in continually improving support processes

- ♦ **Communicate potential client issues** throughout the support chain to ensure client issues are being addressed in a timely manner
- ♦ Installing and securing **VoIP systems**
- ♦ **Supported Clients in installing/configuring/troubleshooting unified communications solutions**. This includes virtual servers, domain and mail server integration, network troubleshooting, mobile client integration, and cloud services integration.

Database Management   08/2008 -02/2012
ASDE   INC., Gatineau, QC

Sampling technician
- ♦ Preparing the samples accordingly to the client specifications
- ♦ List-matching (automatic and manual)
- ♦ Managing IVR projects
- ♦ Working with access databases
- ♦ Software installation & troubleshooting

Customer service

- ♦ Pick up phone calls and delegate them to requested personnel
- ♦ Provide help desk assistance and software troubleshooting
- ♦ Computer system technician
- ♦ Perform diagnosis and troubleshooting applications of the servers and operating systems.
- ♦ Primary assistant for computer and network problems
- ♦ Assistant in implementation of technological changes and improvements to maximize a secure system

Network administrative services

- ♦ Support for workstations, peripherals, printers and server (IBM Blade center).
- ♦ Creating cisco scripts to secure server for networking routing purposes and for remote backup
- ♦ Maintain security and integrity of the network.
- ♦ **Created a VMWare server for the technical support team** to test new software before implementation within the organization
- ♦ **Administration of Windows 2003,mail,SQL, Cisco routers and other internet services**
- ♦ Supporting internal stuff in installing/configuring/troubleshooting unified communications solutions. This includes virtual servers, domain and mail server integration, network troubleshooting, mobile client integration, and cloud services integration.
- ♦ Performed **on call duties** such as upgrade assistance and resolving emergency issues after hours

Business Associate   05/2007–06/2008
Pre-Paid Legal Services, INC., Atlanta, GA

- ♦ Customer service
- ♦ Inbound and outbound calls
- ♦ Marketing business services
- ♦ Managing regional services

Computer Cloning   02/2005–03/2007
Computer House Calls, Ottawa, ON

- ♦ Computer clone repairs
- ♦ Design and test computer systems
- ♦ Marketing clone computers

Education

Computer Technology   2008–2009
Algonquin College, Ottawa, ON

- •   Topics: IT security policies, IS standards, advanced routing, database concepts and Sql, Viop security

Computer System Technician Diploma   2006–2007
Algonquin College, Ottawa, ON

- •   Topics: CCNA course, Windows/Linux Administartion (Server and Client), Hardware (Desktop and Latop)