

Timothy Hoogland

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Network & IT Support Specialist

PROFESSIONAL EXPERIENCE

- Jun 2011 - Present **Systems Engineer.** Shartega Systems, Chicago, IL
- Manage Helpdesk Support Requests and Calls
 - Perform software upgrades on servers, workstations, and network appliances
 - Research and Recommend software and hardware solutions for clients
 - Follow up with active support tickets in a timely fashion
 - Perform advanced troubleshooting on servers and networking equipment
 - Support end users via remote support tools
- Jan 2011 - Jun 2011 **Engineer.** Savid Technologies, Tinley Park, IL
- Manage customer servers and workstations
 - Service and deploy customer network equipment
 - Handle customer calls in a professional manner
 - Assist customers with issues over the phone and via remote support
 - Research and prepare proposals for new equipment
- Nov 2009 - Feb 2011 **Technical Maintenance Assistant.** Oak Lawn Public Library, Oak Lawn, IL
- Perform routine maintenance on library computer systems and servers
 - Select system configurations for new computer purchases
 - File necessary paperwork for supply purchase orders
 - Monitor library for potential issues and security risks
 - Diagnose and repair PC and PC Peripheral problems
- Oct 2008 - Feb 2010 **Computer Technician.** TigerDirect.com, Orland Park, IL
- Diagnose hardware and software problems with laptop and desktop computers.
 - Removal of viruses, malware, and malicious software from computers.
 - Installation of new hardware into laptop and desktop computers.
 - Build and spec out custom desktop computer systems per customer specifications.
 - Installation and upgrade of Windows, Linux, and Macintosh operating systems.
- Oct 2008 - Nov 2009 **Substitute Technical Assistant.** Oak Lawn Public Library, Oak Lawn, IL
- Answer and assist technical calls
 - Troubleshoot PC hardware and software problems
 - Install new PCs and Computer Peripherals
 - Cover hours for other technical personnel

- Jan 2005 - Oct 2009 **Freelance Technician.** HOB Computer Services, Alsip, IL
- Freelance Computer Consulting
 - On-site Computer Servicing
 - Malicious Software Removal
 - Custom Computer Builds
 - Network Design and Implementation
 - General Computer Maintenance and Troubleshooting
- Mar 2008 - Dec 2008 **Field Technician.** Versatile Computer Services, Inc, Palos Park, IL
- Travel to library sites and troubleshoot issues as needed..
 - Install new systems when necessary.
 - Remove trouble systems and install loaner systems.
 - Malicious software removal.
 - Add or remove computer systems from the domain controller.
 - Configure print stations
- Jan 2008 - Jun 2008 **Technical Aide.** Moraine Valley Community College, Palos Hills, IL
- Maintain CCNA, CCNP, and Security Racks
 - Maintain lab workstations
 - Re-Image lab machines when needed
 - Install and replace hardware in lab machines

EDUCATION

- Jan 2006 - Dec 2009 Moraine Valley Community College, **Associate, Management Information Systems**
Management Information Systems with a Minor in IT Security
- Jan 2004 - Dec 2007 Maplewood Academy, **High School, Liberal Arts**

SKILLS

Computer Hardware - Custom Computer Assembly, Hardware troubleshooting, Surface mount hardware repair, Laptop DC Jack repair, Part replacement, Upgrading existing hardware, Specialized Cooling Systems

Linux/BSD - Ubuntu Desktop 11.x, Ubuntu Server 9.x, Linux Software RAID (MDADM), Gentoo Linux, Debian 5.x, PFSense 2.x, Untangle 7.x, DD-WRT, M0n0wall, Smoothwall 3.x

Networking - SOHO Router Configuration, SOHO Network Design and Implementation, OpenVPN, Cisco Router IOS (CCNA Level), Cisco Switching IOS (CCNA Level), Small/Medium Business Network Design, 802.11x Wireless (WEP, WPA, WPA2, etc), Network Cabling, Active Directory, Windows Domain Controller, DNS Server Configuration

Other Software - Adobe Acrobat 9.0, Adobe Photoshop CS4, Avast AntiVirus, CA E-trust AntiVirus, Macromedia Dreamweaver CS3, Macromedia Fireworks CS3, PFSense 3.0, Public Web Browser, Sony Vegas 9.0, Symantec AntiVirus & Firewall

Programming Languages - C#, PHP, Java, JavaScript, HTML, CSS, Python, BASIC

Virtualization Technologies - VMware ESX & ESXi servers, VMware workstation, Microsoft Hyper-V, Oracle VirtualBox, Microsoft Virtual PC

VOIP/Telephony - Basic experience with Trixbox, Cisco VOIP Phones

Windows OS - Windows 95, 98, NT, 2000, ME, XP, Vista, 7, Server 2000, Server 2003, Server 2003 R2, Server 2008, Server 2008 R2

**TRAINING
AND
CERTIFICATION**

Jun 2008	MVCC Comptia Security + Training
Jun 2007	MVCC CompTIA Network+ Training
Jan 2009	CompTIA A+ Certification
Dec 2008	MVCC Cisco Network Associate Training

AWARDS

Feb 2006	Eagle Scout - Boy Scouts of America
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