

Adrian B. Cunanan

Information Technology Engineer



Qualification:

- Over two years of solid experience in network software/hardware troubleshooting, general local area network administration, helpdesk and desktop support.
- Exceptional presentation and customer relationship skills including strong written and verbal communication skills. Able to effectively communicate with senior management, third party vendors, technical staff, as well as non-technical end users.
- Excellent analytical skills. Able to absorb large volumes of technical data and develop concise solutions in addition to translating into non-technical terms.
- Strong project management experience in proficiently handling complex, mission critical projects under extreme time constraints.
- Excellent troubleshooting skills, able to provide concise solutions to complex problems.

Experience:

2002

University of California – Irvine (UCI)

IT Coordinator

Housing Administrative Services

- ◆ Served as Computer/Network resource specialist with co-responsibility for managing the Residential Network and the supporting Administrative computing staff throughout the Housing department.
- ◆ Acted as support backup for the Housing Email/Web server and Residential management System server; accounts and backup tapes.
- ◆ Helped support the complex computer labs on an as needed basis with data clean up, hardware and software issues, and hardware and software upgrades.
- ◆ Assisted in the management, troubleshooting and repair of a large Cisco switched network.
- ◆ Provided support and training for Residential Network Consultants (RNC); planned and evaluated residential network services.
- ◆ Administered help desk and response operations.

2001

International Consortium of Technology Professionals (ICTP)

IT Specialist

Irvine, California

- ◆ Part of a team of consultants responsible for construction, implementation, and troubleshooting of network environments which included testing for efficiency in network design, solid security practices, and proper distribution of network resources.
- ◆ Primary responsibility consisted of explaining benefits of new technologies and solutions to experienced network technicians and engineers.
- ◆ Responsible for configuration of Cisco 2500 and 1900 series routers/switches from scratch in a networked environment comprised of 16 individual networks and over 40 routers and switches. Specific tasks included console and remote configuration of Ethernet/serial interfaces, RIP/IGRP routing, access lists, PVC's, DLCI's, Frame Relay, PAP/CHAP authentication, and password security.
- ◆ Installed, configured, administered and designed Windows 2000 domains in an local area network utilizing over 40 servers and facilitating 16 separate networks connections. Tasks included implementation of Exchange 2000 services, adding/removing users, backup system configuration utilizing Veritas Backup Exec, installing and implementing Active Directory services, establishing trust relationships, and implementing security policies.
- ◆ Part of a team of consultants that constructed, installed, configured and troubleshot IBM compatible computers. Problem resolution included installing and replacing mainboards, processors, memory, fans, power supplies, expansion cards, hard drives, DVD-ROMS, floppy drives, and zip drives.

Experience: (Continued):

1998 – 2000

UCI – Irvine, California

Network Administrator

Office of the Vice-Chancellor of Student Affairs

- ◆ Responsible for configuration, maintenance and troubleshooting for NT 4.0 enterprise network.
- ◆ Provided 1st level helpdesk support, desktop support, network connectivity troubleshooting services and replaced hardware of failed units in company computer systems.
- ◆ Specific tasks included server replacement, tape backup maintenance, implementing user security measures, troubleshooting printer connectivity, and resolving high-level operating system problems.
- ◆ Supported hardware included Dell, Gateway, Macintosh, Hewlett Packard and Iomega systems and peripherals.
- ◆ Supported software included Microsoft Office, Adobe PhotoShop, Adobe Illustrator, Eudora Pro and Fetch.
- ◆ Personally responsible for design, development, and implementation of website utilizing BBEDIT software for HTML coding.

Technical Certifications:

- ◆ Microsoft Certified Systems Engineer (MCSE 2000)
- ◆ Microsoft Certified Professional (MCP 2000)
- ◆ Cisco Certified Network Associate (CCNA)
- ◆ Server Plus Advanced Technician (Server +)
- ◆ Network Plus Certified Networking Professional (Network+)
- ◆ A Plus Certified Technician (A+)

Technical Skills Detail:

Network -

Hardware	Cisco 2500 series routers and 1900/2900/5500 series switches, Netgear hubs, UPS, Seagate tape drives, SCSI equipment
Operating Systems Technologies	Microsoft Windows 2000, Cisco IOS VLAN, RAID, Disk Mirroring, Active Directory Replication, Ethernet, token ring, ISDN, dialup, frame relay, twisted pair, fiber, T1, wireless, serial
Applications	Active Directory, DNS, WINS, DHCP, FTP, TFTP, DFS, DDNS, SNMP, Installation deployment tools, NSLOOKUP, IIS, RAS, Bulk import tools, Exchange 5.5
Troubleshooting Tools Security Protocols	Network Monitor, Performance Monitor, Ping, Trace, Debug, Show PAP, CHAP, VLAN, VPN, IPsec TCP/IP, ICMP, ARP, IPX/SPX, RIP, IGRP, EIGRP, PPP, PPTP, DLCI, PVC, SMB, NFS, RIPv2, OSPF, L2TP

Desktop -

Operating Systems	DOS, Windows 9x/NT 4.0/2000/XP
PC Subcomponents	Processor, memory, mouse, floppy drives, parallel ports, hard drives, sound cards, monitors, video adapters, motherboards, modems, BIOS, CMOS, power supplies, fans, dvd-rom drives, zip drives
Applications	Microsoft Office, Outlook Express

Education:

- 2001 **ICTP - Irvine, California**
Network Master Program – CCDA, CCNP, CCDP, CCIE
- 2000 **UCI – Irvine, California**
Bachelors of Arts in Economics (Minor in Computer Science)

Affiliation:

- Sigma Alpha Epsilon National Fraternity