

Bernard Hackwell

111-111-1111 | bernardhackwell123@email.com | 123 Random st, Somewhere, Texas

Summary

Skilled IT professional with experience in Network Engineering as well as HelpDesk/Desktop support

Experience

Somewhere Financial services | Somewhere, Texas

Junior Network Engineer | 02/2021 - Present

- Troubleshoot and manage Cisco switches, routers, and firewalls
- Assist with installation and maintenance of Cisco equipment
- Troubleshoot and manage Cisco Wireless Access points and controllers

Somewhere Financial services | Somewhere, Texas

Help Desk Technician | 10/2020 - 02/2021

- Assist users with application issues
- Troubleshoot user hardware issues
- Use ticketing system to track user tickets and issues

Somewhere computer repair | Somewhere, Texas

Bench Technician | 06/2017 - 09/2020

- Diagnose and repair computers and laptops from all makes and models
- Troubleshoot software and hardware issues
- Troubleshoot and repair home network issues

Random High School | Somewhere, Texas

IT Assistant | 08/2015 - 06/2016

- Assist with repairing school computers
- Troubleshoot and repair issues with school printers and projectors
- Assist with new school technology deployments

Skills

Windows, Computer literacy, Communication skills, Computer Hardware, Computer Repair, Mac OS, Printers, Networking, Cisco Routers, Cisco Switches, Cisco Wireless

Education

Random High School | Somewhere, Texas

General Studies | 06/2016

- 3.2 GPA
- A/B Honor Roll

Somewhere Technical College | Somewhere, Texas

Technical Studies | 06/2020