



Raul Harvey, A+, CCENT
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SUMMARY:

Dedicated support technician, with extensive experience. Possess strong analytical thinking, troubleshooting capabilities, and excellent interpersonal communications skills. Work closely and effectively with all levels of management to satisfy project productivity requirements. Demonstrate commitment to leadership/teamwork through positive contributions in streamlining systems and providing superior customer service.

SKILLS:

- Certifications:** A+ Certified, CCENT Certified
- Common Office Environment:** MS Office Professional, Windows 98/NT/2000/XP/Win 7
- Email:** Outlook and Outlook Express
- Hardware:** Pentium PCs, IBM compatible computers, Cisco Routers and Switches, Transmission media (e.g. Cat 5, RG 6, 11, 59 Copper), Nortel and ATT Telephones, Headsets, Polycom conference phones, Racal Recorder, Cisco Routers and Switches.
- Troubleshooting Equipment:** Fluke 2.686 LAN-Meter, T-Bird, Fire-Bird Line testers, Punch Down tool, Tone and Loop generator, Wire crimper, voltmeter NIC's, Coax cable tester, dbm meter
- Network Architecture & Topology:** Ethernet, TCP/IP, DNS, DHCP, Subnetting
- Utilities:** Remedy Trouble Queue System, Telnet, Norton Anti-Virus McAfee Virus Scan, PC Anyware

EXPERIENCE

DAVID FRANKEL REALTY---New York, NY 05/09-07/10

Servicer

- Check to ensure that appropriate changes were made to resolve customers' problems
- Confer with customers by telephone or in person to provide information about ways to resolve customer needs
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes

ARCH STREET COMMUNICATIONS---New York, NY 11/08-12/08

Data Consultant

- Contracted to take part in a data-gathering project for NJ transit for a major infrastructure expansion of the transportation system in NJ.
- Compiled, sorted and verified the accuracy of data before it is entered.
- Selected materials needed to complete work assignments

CORESTAFF SERVICES\GE---Stamford, CT

08/07- 09/07

IT Consultant

- Experienced with mapping network drives and troubleshooting desktops, laptops, and multifunction copiers
- Contracted to participate in the XP deployment project for GE
- Tested and verified hardware and support peripherals to ensure that they meet specifications and requirements, by recording and analyzing test data
- Monitored functioning of equipment and made necessary modifications to ensure system operates in conformance with specifications
- Analyzed information to determine, recommend, and plan layout, including type of computers and peripheral equipment modifications
- Selected hardware and material, assuring compliance with specifications and product requirements.

ANALYSTS INTERNATIONAL\CSC—Norwich, CT

08//06- 08//07

Call Center Analyst (Bilingual)

- Responded to incoming customer calls, analyzed events & information, diagnosed the cause of the problem, resolved the majority of calls at the first level (Help Desk first Call)
- Dispatched technical calls that could not be resolved on first level problems to the proper support area
- Documented and logged all pertinent call information (customer info, nature of problem, solution, etc) via call tracking software (Remedy)
- Be up to date with all systems and tools

UNIDATA COMMUNICATIONS—New York, NY

10/05- 07/06

IT Consultant

- Experienced with mapping network drives and troubleshooting desktops, laptops, and multifunction copiers
- Involved in special project regarding pc redeployment and reassignment at JP Morgan Chase premises
- Tested and verified hardware and support peripherals to ensure that they meet specifications and requirements, by recording and analyzing test data
- Monitored functioning of equipment and made necessary modifications to ensure system operates in conformance with specifications
- Analyzed information to determine, recommend, and plan layout, including type of computers and peripheral equipment modifications
- Selected hardware and material, assuring compliance with specifications and product requirements

180 CONNECT/CABLE VISION—New York, NY

11/05-03/06

Cable Installer

- Traveled to customer premises to install, maintain, and repair audio and visual electronic reception equipment and accessories
- Inspected and tested lines and cables, recording and analyzing test results, to assess transmission characteristics and locate faults and malfunctions.
- Spliced cables, using hand tools, epoxy, or mechanical equipment.
- Measured signal strength at utility poles, using electronic test equipment.
- Set up service for customers, installing, connecting, testing, and adjusting equipment.
- Placed insulation over conductors, and sealed splices with moisture-proof covering.
- Accessed specific areas to string lines and install terminal boxes, auxiliary equipment, and appliances, by climbing poles and ladders or entering tunnels, trenches, or crawl spaces.
- Stringed cables between structures and lines from poles, towers, or trenches and pulled lines to proper tension.
- Installed equipment such as amplifiers and repeaters in order to maintain the strength of communications transmissions

ICS INFINITY CONSULTING SOLUTIONS—New York, NY

01/04- 04/04

Data Consultant

- Performed telephone and voice line audit and re-designation on St Luke's Roosevelt equipment
- Imputed telephone and user profile into PDA handheld computer.
- Temporary assignment

BEAR STEARNS/ NETVERSANT—New York, NY

11/97- 02/02

Senior Technician/In-house tech

- Experienced with mapping network drives and troubleshooting desktops, laptops, and multifunction copiers
- Noted differences in wire and cable colors so that work could be performed correctly
- Tested circuits and components of malfunctioning telecommunications equipment to isolate sources of malfunctions, using test meters, polarity probes, and other hand tools.
- Tested repaired, newly installed, or updated equipment to ensure that it functions properly and conforms to specifications, using test equipment and observation
- Inspected equipment on a regular basis in order to ensure proper functioning.
- Repaired or replaced faulty equipment such as defective and damaged telephones, wires, switching system components, and associated equipment.
- Demonstrated equipment to customers and explain how it is to be used, and respond to any inquiries or complaints.
- Adjusted or modified equipment to enhance equipment performance or to respond to customer requests.

MCI TELECOMMUNICATIONS CORP.—New York, NY

03/96- 11/97

Field Engineer

- Maintained, installed and troubleshot communications equipment such as DSU's/CSU's, Cisco Routers, channel banks, utilizing line testers such as T-Birds, Fire-Birds, Tone generators, loop testers, for various clients
- Resolved customer's problems in exemplary professional manner
- Installed and tested frame relay, 56 and 64 k circuits in channel banks and 66 block, T1 line, for company customers
- Installed, replaced and repaired category 5 cables, modem circuits and cables, frame relay circuit, T1's, brokers direct lines to company clients

TEKTRONIX—Woodbridge, NJ

03/94- 02/96

Field Technician (Internship)

- Upgraded and troubleshot thermal printers for various clients in NYC
- Resolved customer's problems in same professional manner

EDUCATION & TRAINING:

NEW HORIZONS COMPUTER LEARNING CENTER

New York

Cisco Support Programming Specialist

CAREER BLAZERS LEARNING CENTER

New York

Computer Training A+ Help-Desk Certificate

DEVRY TECHNICAL INSTITUTE

New Jersey

ASS Degree in Telecommunications Management