Email: chester.neese@gmail.com **Chester t. Neese** Mobile Phone: 763-313-4429

Strengths:

* Analytical, Futuristic, Restorative, Context, and Self-Assurance

Goal: To obtain a challenging and fulfilling position in IT Network Support Specialist/Field Engineer with an entity that identifies my accurate potential and provides me adequate paths for professional growth through encouraging my technical skills and competencies.

**Abilities:**

* Strong customer service skills, professionalism, and engagement with the project team and customers.
* Network processing, consolidated and distributive network connection
* Installing, configuring and administering network technologies
* Ample knowledge in Windows Xp \ 2000 \ 2003 Server\2008\Server2012
* Active directory management, NTFS security, disk quota management
* Primary Understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP, RARP, FTP, TFTP)
* Well understanding of Bridging and switching concepts and LAN technologies
* IP addressing and subnetting, Routing concepts
* Beginning knowledge of routing protocols - RIP V1/V2, OSPF, IGRP & EIGRP
* Switches: Basic Configuration & VLAN setup on Cisco 1900, 2950, 2960 Switches.
* Router: Basic Configuration & monitoring of Cisco 2500, 2600, 1800
* Vlan: configuration, switching isl, dotlq
* Back-up and restore of all critical resources including router & switches IOS, Outlook, DHCP, DNS
* Functioning knowledge of wan solution, protocol HDLC, PPP
* Beginning knowledge working acquaintance in Linux environment
* Deployment of OS via RIS
* Working knowledge of, DHCP Server, DNS Server, Proxy Server on Linux and windows
* Linux Shell Scripting
* Security administration port security on switch and IP security on Router via Access list
* Familiar with web technology HTML CSS
* Setting up Secure NFS Servers with multiple Clients for File and Disk sharing.
* Configuring NIS Servers for Centralized and secure Password and Login Management
* Recover of root password securing terminals.
* High degree of professionalism and engagement.
* Communicate up, down and across all levels of the organization and technical background.
* Enjoy sharing knowledge and performing charge duties assign.
* **Core Competencies**: A decision maker, astute team player, multi-tasking ability, strong work ethics, motivated, reliable, great communicator, integrity driven, and will take initiative to get the job done.

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| --- | --- | --- | --- |
| * Inventory Tracking
* New User Training
* Ubuntu Linux
* Problem Diagnosis
* CMD shell
* Browsers’ based apps
 | * Printer troubleshooting
* Support Upgrading
* System Recovery
* Driver/RAM Installation
* Utility Software
 | * Server Setup
* Active Directory
* Preventive Maintenance
* Web Design and Maint.
* SQL Database Software
* ServiceNow
 | * VPN/SecurID
* TCP/IP v4 + v6
* SMS
* Networking connectivity
* Cisco
* LAN/WAN
* ITIL Change & Mgmt.
 |

Skills: ***Software*** ***Desktop*** ***Infrastructure*** ***Networking* Remote Support**

**Network Field Engineer & Owner 01/06/2016 – Present**

**Authentic International Group of Companies (AIGC), LLC**

* Router, Switch, Server, and other network device installed, troubleshot and configured.
* Set up small offices Network, Desktop, and provided management services.
* Supported and troubleshot servers, computers, wireless, switches, printers, copiers, mobile devices, etc.
* Active Directory, GPO, Outlook, Backups.
* Cable installed, CCTV cameras installed, DVR configured, access and support
* Utilized complex software to connect to various network devices for manual CCTV downloads
* Installed, troubleshot and upgraded Point of Sales devices.

**Technician (Part-Time) 09/16/2015 - 03/16/2016**

**Staples, USA**

* Utilizing Remote PC capabilities to perform and fulfilling services in our Retail locations.
* Troubleshooting issues to support our techs by controlling the customer machines centrally.
* Fulfilling planned services using the tools and knowledge.
* Performing Diagnostics, Virus Removals, PC Set Up’s, and Data Services remotely for our Retail locations.
* Providing technical support to our associates using many different communication vehicles such as phone, email, chat, and help desk tickets.
* Maintaining accurate and complete notes for all service performed.

***EXPERIENCE: Intern Hennepin County, MN (March 16, 2015 – December 17, 2015)***

**I.T Change Coordinator 06/2015 – 12/2015**

* Prepare Change Advisory Board (CAB) Agenda with Forward Schedule of Change (FSC),
* Actively participant with critical thinking to authorize and approve changes.
* Actively respond to Expedited and Emergency change requests.
* Create and modify process improvements of multiple work instruction documents.
* Review, approve, quality assess and deny requests for change (RFC) tickets.
* Manage change approvals for vendor maintenance using automated email ServiceNow approval.
* Respond to user requests to reschedule and cancel changes.
* Manage new user requests to the IT change tool.

**System Coordinator, Time Management System 04/2015 – 11/2015**

 **(TMS) and Derigo System**

* Processed IT time report through SQL Server Report Services for department management.
* Maintained and managed data in the time tracking systems for reporting to stakeholders

**I.T. Security Coordinator**, **MHP Provider Insite Security Application 03/2015 – 05/2015**

* Processed incoming requests for new user registrations and supported access issues.
* Coordinated with Identity and Access Management team to request new user IDs and access changes based on established process and criteria. *Sounds like the same thing as the bullet point above it.*
* Used Microsoft tools in Active Directory Domain Services to manage users and passwords.
* Worked with distributed data sources hosted in UNIX and OpenVMS2011 to lookup client/vendor information to validate contract status and establish eligibility criteria for granting or denying access.
* Performed application administration to manage the User Profiles.
* Managed and maintained external vendor user audit records.
* Provided customer service to the external and the internal users of this.

**Computer Lab Technician, Osiris Organization, MN (Nov 2014 - March 2015)**

* Provided support to networked environment for community park computer labs.
* Required knowledge of TCP and IP networking concepts.
* Supported devices on the network such as PC, hardware, software, network printers, LAN.
* This might read as an accomplishment to some, or not worth mentioning to others. Just avoid that.

**LAB Assistant/PC Technician, Mpls. Comm. and Tech. College (Aug 2013 - Jan 2015)**

* Assisted end users with application password resets.
* Provided support and analysis for PC hardware and software issues
* Configured devices to meet specifications and performed quality checks.
* Assisted student use of the MCTC website and provided general.

**Weekends Lockbox Clerk US Bank, St. Paul, MN 10/2013 – 06/2014**

* Sorts’ mail, Processes accounts, and prepares deposit tickets to meet daily and hourly deadlines.
* Prepares information for input into the information reporting systems.
* Relays the deposit information by phone to lockbox customers to ensure the individual account needs are met.

**Team Lead FreePhonesMN/TerraCom02/2013 - 07/2013**

* Managed, monitored team and beneficiaries.
* Managed, planned, scheduled, set-up events and demonstration items
* Stored and distributed accounts of equipment, phones, records and utilities.
* Scanned documents, enrolled, programmed and activated phones.

**Special Project Coordinator Ateenah Dev. Corp., Liberia 2008-2010**

* Managed project planning and implementation, including assessing needs, setting goals and objectives.
* Implemented and developed resource planning and generated project reports.
* Participated in project budget planning and development.
* Established project work plan and calendar or schedules; monitors, reviews, and evaluates progress.
* Established and maintained internal and external contacts as necessary.
* Monitored record keeping and filed maintenance for the program or project.
* Supervised other project staff; assigned tasks; sets priorities, prepared records of project activities.

***EDUCATION AND CREDENTIALS:***

**A.A.S Degrees and Diploma Candidate Graduating Dec 2015**

Computer Support and Networking Administration

Computer Forensic and Information Assurance

Minneapolis Community and Technical College, MPLS, MN

**Bachelor of Arts Candidate Graduating Senior Student, 2011**

Major in Sociology and Minor in Political Science

African Methodist Episcopal University (AMEU), Monrovia, Liberia

***CERTIFICATIONS***

**Integrated eLearning Course, Metrix Learning, 2012**

Data Entry 10 key (Hardcopy), Administrative Function, Outlook 2010, Customer

Service, Project management Using Project 2010, Business Mathematics, MS Word 2010, Administrative Professional, Access, Excel, Computer ergonomics, PowerPoint 2010, and banking Industry overview, Inbound sales calls.

**Certificate 2009**

(Entrepreneurship, Leadership, and Climate change)

 1st West African Youth Exchange Program, Ghana

***VOLUNTEERING SERVICES:***

|  |  |  |
| --- | --- | --- |
| **Position** | **Organization** |  **Date** |
| ***Board Chairman*** | Youth in Stand of Humanity and Developmental Action (YOSHUDEA), Inc. Monrovia, Liberia | **2014 – Present** |
| ***President***  | Students Against Hunger and Homelessness (SAHH) at Minneapolis Community and Technical College (MCTC), MN  | **2104 – Present**  |
| **Organizing Chairman**  | African Student Continental Club (ASCC), Minneapolis Community and Technical College (MCTC), MN | **2014 – Present** |
| **Chairman** | Unity Tournament (UT), Friends and Family (FAF), Hennepin, MN  | **2014 – Present** |
| **Tutoring/Mentor** | Project for Pride in Living  | **2011 – 2012** |
| **Country Director**  | Healthcare Volunteer Liberia/USA ([www.healthcarevolunteer.com](http://www.healthcarevolunteer.com))  | **2007 - 2012** |