

# Keith Starkman

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## Summary

A+ certified, PC support technician with Jr LAN Administrations skills. Professional, courteous work ethic. Tasks handled with customer service as the first priority. Ten years of PC hardware and software support, repair upgrades and maintenance. Installation, upgrades, repairs and maintenance of HP Laserjet Printers. Infrastructure support experience, including phone system PBX, network connectivity, cabling, hardware and software upgrades in Windows 9x, 2000, XP. Created and maintained network logon accounts. Supported Executive Management in home office setups, including DSL/Cable Modem setup, with VPN connectivity. Supported Executive Management with personal devices, such as PDA's, digital cameras, phones and iPods.

## Professional Experience

**1999 – 2005 Tache USA / DesignWorks Jewelry Group Ltd Long Island City, NY**  
**Senior Desktop Technician / Jr. LAN Administrator**

- Senior desktop technician and Jr LAN Administrator for Queens and Manhattan branches.
- Implement and enforce standard desktop rollout procedures, including the use of Norton Ghost and RIPREP for desktop images.
- Update and maintain images with current service packs, patches and drivers.
- Maintain records of inventory, service records, help desk calls, products ordered, user information, and other pertinent information, using a self created MS Access database
- Installation and maintenance of cabling infrastructure, including running CAT5 cables, repairs, punch downs etc.
- Create user accounts in NetWare, NT / SQL Server, MS Exchange, Windows 2003 Server / Active Directory, and maintain network infrastructure
- Support local and traveling users, including VPN, connectivity issues, and support utilizing Remote Administration software.
- Provide responsive and reliable desktop support solutions for 150+ end users on Windows 9x, 2000, XP platform workstations.
- Supporting role to LAN Administrator in the implementing of NDS, NDPS, and DHCP in NetWare environment and Active Directory in Windows 2003 Server environment.
- Supporting role to LAN Administrator in the implementing of Desktop Policies in a NetWare / Zen environment and group policies in Active Directory in Windows 2003 Server environment.
- Maintaining the DHCP database, including SonicWall firewall internet access.
- Provide telephony support, maintaining the inter-office Inter-Tel phone system, including extension programming, maintenance and structure changes, including voice prompt applications. Insure the functionality and performance of T1 calls and POTS lines, trouble shooting problems, and providing quick resolutions.
- Software support including Microsoft Office and Outlook, Antivirus and Spyware removal tools, and various other Windows applications.
- Printer service and repair, including maintenance kits and service on various HP Laserjet printers.
- Support to CEO and Executive Management on PDA devices, personal devices, Home Office internet (DSL, Cable Modem) setups, etc.

**1996 –1999 MicroAge Integration Group New York, NY**  
**Technical Services / Project Coordinator / Leader**

- Coordinate and lead team projects, and be liaison between customers and MicroAge. Organize project documentation, and keep documentation on all aspects of projects.
- Providing Level I Helpdesk support & Level II PC repairs, including LAN troubleshooting, driver and resource conflicts, configuration errors and hardware replacement and upgrades.
- Hardware and software installation and upgrade for desktop and laptop computers including imaging, setup, rollout, customized user settings and data transfer.
- Maintenance and repair of desktop PC's, laptops, and printers including hardware warranty replacement, upgrade and conflict resolution, driver installation and configuration.
- Network administration and troubleshooting in Novell and NT environments, including LAN connection problems, client connectivity, and desktop performance.

## Education

**1991 –1993 Queensborough Community College Bayside, NY**  
Music / Electronic Technology / Communications

## Certifications

- A+ Certified
- Past certifications include HP LaserJet Hardware Basics Service, HP LaserJet IIP / IIP+ / IIIP, HP LaserJet IIIsi / 4si / 4siMX, HP LaserJet 4000, HP LaserJet 2100, HP LaserJet 5si, HP PC & PC Workstation Service Authorization (Vectra & Kayak Models)
- Past certifications include Compaq Deskpro 2000, Compaq Deskpro 4000, Compaq Armada 1500, Compaq Armada 7700, Compaq ProLiant 2500, Compaq ProLiant 5500