

Omar Sharif Ginlock, A+, Network+, Security+

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SKILLS

- Access Control
- Cloud Networking
- Cryptography
- Hardware Configuration
- Help Desk
- Linux
- Mac Support
- Mobile Device Support
- Network Management
- Network Security
- Operating Systems
- Routing and Switching
- Software Troubleshooting
- System Backup and Recovery
- Technical Support
- Virtualization

EDUCATION

Trident University International, Cypress, CA

Graduated July 2019

M.B.A. Information Security and Digital Assurance

Coursework includes: Business Ethics, Management and Organizational Behavior, Business Analytics and Decision Making, Managerial Economics, Accounting for Decision Making, Strategic Corporate Finance, Strategic Marketing, Principles of Information Security Auditing and Digital Forensics, IT Security and Disaster Recovery Management, Information Security Overview for Managers and Policy Makers, Strategic Management

EXPERIENCE

New Jersey Courts, Morristown, NJ

May 2019 – Present

Information Technology Analyst

Analyze and diagnose problem symptoms and perform routine maintenance or basic repairs on personal computers, servers, local area networks, and peripheral. Configure and support wireless/mobile devices. Provide technology support for video conferencing and multimedia presentations. Answer questions posed by judges, the public, clients, customers, complainants, co-workers, subordinates, or supervisors.

Spectra Force, Saddle Brook, NJ

November 2018 – May 2019

Field Service Technician

Provide onsite and remote support for United Parcel Service systems; Perform problem resolution/troubleshooting, software installations, program updates, maintenance, equipment exchange and record inventory; Complete and submit, daily work activity logs, monthly expense sheet and overtime log.

Altice USA, Newark, NJ

July 2016 – March 2017

Computer User Support Specialist

Answered inbound residential calls to provide responsive technical phone support for internet, television, home phone, and home security products and services. Created and maintained accurate information logs which entail recording problem/symptom, analysis performed resolution, and other information relevant to resolving the problem.

United States Air Force, Hickam Air Force Base, HI

October 2012 – May 2015

Network and Computer System Administrator

Installed, configured, and supported the organization's local area network (LAN), wide area network (WAN), and Internet system. Monitored network to ensure network availability to all system users and perform maintenance to support network availability.