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# HARDWARE BREAK FIX ENGINEER RESUME

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## Career Goal:

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To be able to work in your organization as a Hardware Break Fix Engineer where I can fully utilize my skills in Data center, field services and Windows Server 2003

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## Technical Skills:

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Good knowledge of manufactured equipments:

- HP
- Sun
- Dell

Dexterity in system administration packages:

- MS Office 2003
- Sanctuary SecureWave
- Bolden James Safemail

Expertise in computer components:

- Vendor server
- Desktop
- Core legacy devices

Strong implementation skills:

- Hardware repair and maintenance
- Server installation
- Windows scripting

Well versed with hardware engineering procedures:

- Resolution of hardware issues
- Network storage appliances and communications

Adept in software upgrades like:

- System application
- Messaging
- Sophos

Familiarity with hardware devices:

- Kodak
- Lexmark

Technical abilities to:

- Implement break fixes of desktops and notebooks
- Understand Windows operating systems and decommissions

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## Relevant Experience:

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Hardware Break Fix Engineer  
Cablevision Systems Corp.  
January 2012 – Present  
Denver, CO

- Evaluated and resolved call logging systems for installations.
- Analyzed and debugged fix requests for data center operations.
- Provided hardware support services for IBM and Dell products.
- Maintained client products and resolved client issues.
- Conducted fault diagnosis and repairing functions as per SLAs.
- Resolved technical issues associated with Windows application issues.
- Suggested and implemented upgrades to messaging and Sophos systems.
- Coordinated with support groups for technical information interchange.

Hardware Break Fix Engineer  
Park Place Technologies  
November 2010 – January 2012  
Marlborough, MA

- Analyzed and resolved product and application performance issues.
- Installed and configured hardware products and relevant configurations.
- Optimized and administered networking devices at client locations.
- Participated in repairing of company software products and operating systems.
- Managed service events for strategic partner accounts and server systems.
- Provided technical support for operating of network storage appliances.
- Maintained network communications equipments and reviewed storage platforms problems.
- Conducted user training sessions and service reviews with clients.

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### **Educational Background:**

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Bachelor's Degree in Information Systems  
Lawrence Technological University  
August 2006 – May 2010  
Southfield, MI

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