

Malcolm Vah
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PROFESSIONAL SUMMARY

Compassionate, friendly individual seeking a position as a Network Operation Center Technician/NOC or a service Desk role. Achieved extensive training at Summit Academy and Cisco CCNA certification.

EDUCATION/TRAINING/CERTIFICATIONS

Summit Academy – Minneapolis, MN	4/22/2019	candidate – 09/27/2019
Certificate Information Technology		
Cisco Certified Network Associate – CCNA acquired		03/14/2018 - 03/14/21 Minnesota
Cisco Certified Entry Level Network Technician - CCENT acquired		7/2016 - 03/14/21Minnesota
Minnesota School of Business – Blaine, A.A.S. Degree: Information Technology	MN, 9/2013	

TECHNICAL SKILLS

- TCP/IP/OSI Models
- Hardware Configurations
- Troubleshooting
- Switches and Hubs
- LAN/WAN
- NAT
- Active Directory
- Backup
- IP Routing
- DHCP Configuration
- Router Installation
- Switches Installation
- Laptops & Desktops
- MS Office Suite

TRANSFERABLE SKILLS

- Good verbal and written Communication
- Critical Thinking
- Leadership abilities
- Fluency of Ideas
- Detail Oriented
- Strong Work Ethic
- Ability to work on multiple tasks concurrently
- Able to work independently and in a team environment

OTHER WORK EXPERIENCE

Abbott – Plymouth, MN	
Medical Assembly Specialist	06/2018 - Present
Boston Scientific – Maple Grove, MN	
Medical Assembly Specialist	08/2017 – 04/2018
U.S. Military/U.S. Marine, Camp Lejeune, NC	
Tank Crew Member	3/2008 – 7/2011

Maintained government-issued certifications, as required.

Read pressure and temperature gauges or displays and recorded date in engineer logs.

Examined machinery to verify specified pressures or lubricant.

IT EXPERIENCE

Vibrant Technologies – Minnetonka, MN

- Works in the Cisco Networking department and Cisco UCS/sun server department configuring of incoming Cisco switches, router, Firmware, and HP switches
- Works closely with the Warehouse and Tech center staff to help ensure the timely receipt, testing and orderly placement of inventory.
- Work with the sales reps and CSR's in the development of a receiving plan for inbound orders that are sizable in nature or that require special handling.
- Use all resources necessary to aid in determining the accuracy and integrity of incoming inventory.
- Conduct a thorough audit of received product in an independent fashion communicating with techs and sales team on any incoming parts that are questionable in nature.
- Coordinate with the techs in the timely testing of inventory consistent with QC standards, approved plans, and direction from reps
- Pack computers and prepare for shipping.
- Works closely with CSRs, Techs, and Accounting staff for pre/post sales follow through and backup other departments as needed.