KEYUNTI RICHARD

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SUMMARY

IT Specialist with seven years of experience specializing in systems and network administration, communication, and strategic planning.

EMPLOYMENT

Grambling State University, *PC Technician*, Grambling, Louisiana   Jan. 2018 - Current
- Maintain, troubleshoot, and set up computer systems and printers.
- Install and configure software.
- Build and support computer labs on campus.
- Train Professors and Staff on software and operating systems.
- Timely technical support with completed work orders over 90% on time.
- Maintain records of repairs and fixes with documented Standards Operating Procedure documentation.

Primary Health Services Center, *IT Specialist*, Monroe, LA   Mar. 2015 - Dec. 2017
- Installs, configures, test, maintains, monitors, and troubleshoots end-user workstation, LAN/WAN links, printer and scanners, and etc.
- Develops organizational units in Active Directory (AD) and managed user security with group policies.
- Generates and maintains technical documentation and policies.
- Provides server support including monitoring event viewer, stopping and starting of network service.
- Develop and maintain installation and configuration procedures.
- Creates and updates software images for laptops, desktops, and thin clients.
- Built new website for the company. Conserved the company thousands of dollars.
- Developed new IPad portal stations in the main clinic for new patients to register for online medical record access.
- Assist in the organization and inventory of all hardware and software resources; maintain licenses and warranties for vendor support.
- Develop, document, implement, and performed scheduled test of a full disaster plan; including maintaining backups of all environments.

Holmes Auto Group, *Assistant IT Director*, Shreveport, LA   May 2013 - Mar. 2015
- Designed, implemented, and maintained computers, network infrastructure, software, diagnostic equipment, digital media and signage for a multi-franchise company including Honda, Mercedes-Benz, Volvo, Jaguar, Land Rover and Sprinter.
- Built and supported the new Honda Service Area and Free wireless Internet/PC Area.
- Liable for purchasing all office, printing, and IT supplies for the company.
- Negotiated contracts with vendors to decrease company spending on supplies.
- Liaison for dealerships to car manufacturers technology.
- Provided assistance or training related to computer hardware and software use, including printing, installation, word processing, electronic mail and operating systems.
- Awarded Most Valuable Employee award for the 2014 year.

Gateway Church, *Director of Communication*, Shreveport, LA   Aug. 2011 - May 2013
- Designed graphics, website, and all forms of media advertisement.
- Oversaw all social media, websites, and podcast.
- Organized youth vacations and mission trips.
- Filmed video announcements.
- Supervised and trained a team for Sunday morning media.
- Setup AV equipment.

SKILLS

EXPERTISE: User Training and Support, Systems and Network Administration, Systems Installation,Configuration & Upgrading,
Technical Infrastructure (LAN/WAN/VPN/NOC), Server Administration and Repair, Strategic Planning, Effective Communication, Technical Writing (Manuals/System Specs)
PLATFORMS: Windows 7/8/8.1/10, Mac OS, Windows Server 2003/2008/2012, iOS, Android, Linux
TOOLS: Microsoft Software (Word, Excel, Powerpoint, Visio, Access), Adobe Products (Photoshop, Illustrator, Premiere Pro), Wordpress, Symantec Backup Exec, IPads
NETWORKING: LAN / WAN Administration, VPN/Remote Connectivity, TCP/IP, Cisco Routers & Switches, VoIP

EDUCATION

Oral Roberts University
Bachelors Of Science Management Information Systems 2011

Grambling State University   Aug. 2018 - Current
Masters of Public Administration
Anticipated Graduation Date - May 2021

Coursera
Google IT Support Professional Certificate