

NATHAN HO

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SUMMARY

Hardware and software technician with over a decade of solving related issues. Currently providing technical support for over 4000 users for a major Canadian financial institution. Increased technician productivity and reduced user downtime by automating hardware and software deployment. Well versed in Windows client and server operating systems, network administration, hardware, and windows scripting. Adept in explaining complicated technical information to end users. Able to learn new tools and technologies quickly.

TECHNICAL PROFICIENCIES

Certifications: CompTIA A+, CompTIA Network+
Platforms: Windows NT/2000/2003 Server, Windows NT/2000/XP, DOS
Hardware: IBM / Lenovo desktops and laptops, Dell / HP / Compaq desktops, HP printers
Languages: Windows / DOS shell, VBScript
Applications: Microsoft SMS 2003 Server with OSD, Microsoft Office XP/2003, Symantec Antivirus Server, Symantec BackupExec, Symantec Ghost, New Boundary Prism Pack, Peregrine ServiceCenter+
Exposure to: Windows 2008 Server, Windows Vista, Linux, Solaris, Cisco routers and switches, PHP, SQL, Microsoft Exchange 2003/2007

TECHNICAL EXPERIENCE

Compuhut Services | Toronto, Canada 1/2001 – Present
Owner | Consultant

Started my own business in 2001 to provide technical support for various individuals and businesses. Respond to calls in a timely manner to maximize system uptime. Deploy and upgrade existing workstations. Repair and service desktops, laptops, and printers. Install and configure small networks. Currently on contract to CIBC providing third level technical support for 4000 users across Canada.

Key Achievements:

- Setup in-house web and email server based on Windows 2008 Server and Exchange 2007. Setup virtual server for open source web development based on the Linux, Apache, MySQL, and PHP (LAMP) infrastructure.

Loop Enterprise Inc | Vaughn, Canada 4/2006 – 10/2008
PC Hardware Specialist | Intermediate Technology Analyst

Contracted to Hudson's Bay Company (Hbc) providing second level technical support for 4000 users across Canada. Respond to user requests and support tickets in a timely manner to maximize system uptime. Repair and service desktops, laptops, and printers. Deploy and upgrade new and existing workstations. Develop a web based asset management system.

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Key Achievements:

- Automated the installation and configuration of a software program that the vendor stated was not possible so a technician would not need to visit each user to perform post-install configurations.
- Developed scripts that assisted in the consolidation of multiple system images into a single one to remove the need to manage English and French images for the different system models used.
- Automated the migration of user data when refreshing workstations or the reimaging existing ones.

Seneca College | Toronto, Canada

1/2005 – 1/2006

Student Help Desk Representative

Assisted students with various user account and technical issues. Cleaned spyware and viruses from student's computer from residence. Deployed and repaired lab systems as required. Facilitated special events held by the Information Technology and Telecommunications (ITT) department.

Key Achievements:

- Developed a method to image lab computers by booting from the network via PXE

The SPi Group | Toronto, Canada

5/2004 – 8/2004

Assistant Systems Administrator

Assisted the systems administrator in day to day activities related to managing a Windows 2000 domain. Managed Nortel Norstar phone system: changed extension names and managed voicemail boxes. Operated hardware and software inventory program to track company assets. Updated intranet site with pertinent documentation.

Key Achievements:

- Automated the installation of Windows 2000 Professional through the network by simply starting from a floppy disk.

EDUCATION AND TRAINING

Computer Systems Technology (CTY) Co-op Diploma (2005)

Seneca College | Toronto, Canada

Certifications

- CompTIA A+
- CompTIA Network+

COMMUNITY INVOLVEMENT

- Sous-chef for The Scott Mission
- Chef for retreats held by Triumph Chinese Evangelical Missionary Church