

David Cote

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IT PROFESSIONAL - NETWORK SERVICE TECHNICIAN

Results-driven IT professional with a strong background in Network Services, Systems Administration, and Customer Service, seeking a full-time challenging position as a Network Service Technician. Offering comprehensive technical expertise, a proven track record in troubleshooting and resolving complex issues, and a passion for staying at the forefront of technology trends. Committed to delivering exceptional service and contributing to business and technology performance objectives.

PROFESSIONAL SKILLS

Network Services:

- Skilled in Windows Server (2008-2023) and Linux server environments.
- Experienced with Network Administration, Configuration, and Troubleshooting.
- Highly adept in troubleshooting TCP/IP issues and network hardware diagnostics.

Ticketing Systems:

- Vast experience using ticketing systems such as Incident iQ for efficient issue tracking and resolution.

Operating Systems:

- Well versed in Windows, Mac OS, Linux, iOS, and Android operating systems.

Hardware:

- Expertise in Ground-up System Building, Computer Hardware Installation, Customization, and Upgrades.
- Highly adept in virtualization technologies, such as VMware and Hyper-V, with the ability to create/expertly manage VM's.
- Expertise in asset management and recovery using the Mosyle MDM.

Customer Service:

- Outstanding Customer Service skills with a proven track record of providing excellent user training and support.
- Proven track record providing top tier VIP support.

Troubleshooting and Diagnostics:

- Skilled in conducting software and hardware diagnostics, troubleshooting, and identifying network connectivity problems.
- Proven track record in Disaster Recovery and Backup solutions.

PERSONAL TRAITS AND ABILITIES

- Proficient in American Sign Language (ASL).
- Passionate about staying at the forefront of technology trends, actively following developments in cloud computing, artificial intelligence, and cloud computing to leverage the latest advancements in my work.
- Outstanding Communication and Customer Service Skills.
- Extremely organized with proven leadership qualities.
- Work well with others and effectively as part of a team or individually.
- High problem-solving abilities with aptitude for solving advanced issues.

PROFESSIONAL EXPERIENCE

- **Cote IT Solutions and Full-Time Student** - (June 2020 – November 2023) – Palm Coast, Florida
I own and operate a freelance IT company in Palm Coast servicing nearby counties. I primarily design LAN's for local businesses while supporting their existing networking/computer hardware. I was also working towards my bachelor's degree in IT.
- **Technology Support Specialist** - (January 2019 – June 2020) - Flagler County Schools, Bunnell, Florida
My responsibilities consisted of repairing MacBook's, iMac's, and Windows 10 machines. Providing technical support for school staff and students on both Mac OS X and Windows platforms, also logging actions taken using a ticketing system. Installing new equipment such as projectors in classrooms and other equipment in general workspaces. Also reimaged assets every summer.
- **Systems Administrator** - (March 2015 – August 2018) - Cooler Door Gaskets, Bunnell, Florida
My responsibilities consisted of supplying customer support during business hours, development/maintenance of multiple websites such as www.coolerdoorgaskets.com and development/maintenance of Ubuntu servers.

EDUCATION

- **Associate of Arts in Information Technology** – Daytona State College, 2023, GPA: 3.70
- **Associate of Science in Network Services Technology** – Daytona State College, 2019, GPA: 3.65
- Currently working towards Bachelor's Degree in Information Technology and A+ Certifications, 3 semesters remaining.

CERTIFICATIONS & AWARDS

- **Network Support Technician** - Certificate Awarded: Spring 2019 by Daytona State College
- **Wireless Communications** - Certificate Awarded: Spring 2019 by Daytona State College
- **3 Times President's List** - Daytona State College
- **2 Times Dean's List** - Daytona State College
- **Outstanding Recovery Time** - Cooler Door Gaskets (Undercutting RTO on Production Server Downtime)

REFERENCES AVAILABLE BY REQUEST