

AMIT MASKARA

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OBJECTIVE:

Seeking a technical position, related to System Integration, Network Engineering, Technical Support Specialist, System Analyst, System Administration or other Computer/Network related work at UCF.

EXPERTISE AND ACHIEVEMENTS:

- Experienced in designing and installation of computer network [LAN], troubleshooting network problems, handling of networking devices like AP, switches, Repeaters, Firewalls, cables, for wired and wireless networks. Worked with different CISCO equipment [CISCO 1200 series and up wireless AP, Bridges, Antennas.] and handled wireless security for WiFi networks. [WiFi B G and A]
- Excellent working knowledge in computer assembly, troubleshooting and repair, custom building PC for specific [business, audio/video designs, servers] needs; including Intel server line hardware.
- Experienced in handling, modifying and crimping CAT5 /6 for Ethernet LAN and fiber cables for SONET.
- Experienced in modification and installation of *Pelco* equipment for security surveillance, and professional photography systems.
- Experienced in Data Backup and redundancy techniques using RAID, Tapes and other backup systems.
- Experienced in System-operations training, collections, and customer service.
- Excellent working knowledge in operating, troubleshooting and supporting Microsoft Windows XP, server 2000, 2003 as well as some Linux and office suite of software like Word, Excel, Presentations, Visio 03, Project Pro.
- Very good managerial skills in handling retail business environment including bookkeeping, banking and accounting and POS systems.
- Skilled at customer advocacy, analyzing IT needs for businesses and promoting sales.
- Very good communication skills for solving complex sales issues [at corporate and retail level] and handling customer satisfaction related problems.
- Strong determination and willingness to work. I take job as an opportunity, work as my duty and approach them with dedication.

EXPERIENCE:

Event Imaging Solutions, Kodak. Orlando, FL, USA.

Integration Department - Lead.

[01/05 – 07/05]

- Integration of computer systems, network equipment, photography equipment and custom modification of *Pelco* equipment for advanced entertainment photography. [For Disney and Universal Orlando sites located all over the world.]
- Testing of complied systems in closed network environment with proprietary photography software.
- Documentation and storage of system integration process and finished ghost images of every system compiled, with a 100% check.
- Technical support for Kodak photo experience located at Disney and Universal Orlando theme parks all over the USA.

Compumart, Inc. Casselberry, FL, USA.

Manager

[04/04 – 11/04]

- Customer Service and Technical Support.
- Customer Advocacy - detailed product information and quotations. Onsite visits for analyzing potential upgrades and sale of systems and network, using System Analysis techniques.
- Responsible for inventory purchase and inventory control. Used POS like Quick Books Pro.
- Responsible for completing banking transaction, deposits, accounting, payroll and book keeping assistance.
- Performed duties of computer technician, sales rep. and on site network installer on demand.

Computer Shack, Inc. Casselberry, FL, USA.

System Analyst and PC Technician.

[02/02 – 03/04]

- Responsible for building, trouble-shooting and repairing computers and computer networks. [small networks – 10 to 20 PC]
- Provided product details and used system analysis techniques to design and provide quotations for customers.

- Provide presales and after sales customer support.
- Sales of custom build computers, computer hardware, networking equipment and computer software.

Sahara Computers, Inc. WB, India

Computer Technician and Sales

[02/01 – 12/01]

- Custom build, troubleshoot and repair computers.
- Sales representative.
- After sales customer support on phone and on site.

EDUCATION:

Uni. Central Florida, Orlando, FL

Information Systems Technology

- Third year

College of Engineering Technology.

Seminole Community College, Lake Mary, FL

Network Engineering-

Networking Services Technology - Microsoft track. Graduated – 08/04.

BGESC, Calcutta.

HS [ISC Board]

Graduated 04/01

St. Anthony's School, Kurseong, Darjeeling.

Schooling [ICSE Board]

Graduated 03/99

VOLUNTEER EXPERIENCE:

- As a Computer Lab Assistance in Seminole Community College library.
- Organized sports activities for small children in school.
- Raised funds for Help Age India – an old age home helping seniors.
- Raising funds for Missionary of Charity “*Sishu Bhawan*” – Charities run by late Mother Teresa’s organization for orphaned children in India.