

Duke Pycko

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Objective

My help desk position for the past two years has further solidified my skills as they are applied in a business setting. At this point I'd like to take on greater overall responsibility while further systemizing my day-to-day activities. Moving forward I plan to obtain a couple more key certifications and start progressing a Bachelor's degree in Information Technology.

Work Experience

- 01/2012 - 11/2013 Ward Leonard Electric LLC, Thomaston, CT
Network Support Technician
- ~150 Employee, ~225 Device Environment
 - Reported directly to Network Admin with aggressive delegation in a high-demand, quick paced environment
 - Kept documentation of network layouts, inventory, and procedures
 - Software Experience: Microsoft Office Suite, Adobe products, VISUAL ERP system, Enterprise Anti-Virus Solutions, and other various tools
 - Server Experience: Microsoft Server 2003, 2008; Active Directory, Group Policy, Exchange Email, Terminal Server; Backup/Recovery Solutions and Physical Rackmount Configuration
 - Network Experience: Cisco ASA Router, DHCP, DNS, VPN, Switch Management
- 10/2011 - 01/2012 CompuCom, Bloomfield, CT
PC Upgrade roll-out for Cigna work-at-home users
- Receive and un-box system
 - Image, install software, troubleshoot errors
 - Re-box and ship to Work at home user
 - Provide remote/phone support to back up old data and setup new system
 - Solve recurring issues/errors at any point in the process
- 09/2010 - 06/2011 Agawam High School, Agawam, MA
Network IT - Intern
- Network Troubleshooting, quick paced multitasking to work between classes
 - Complete assigned tasks from other Network ITs
 - Completed a 75 CRT to LCD monitor replacement in a 5 hour time allotment
- 06/2009 - Present Personal (Client Based), Agawam, MA
Support Technician
- Approximately 30 physical PC builds; 120 and 100 Windows XP and 7 installations
 - 4 "roll-out" jobs, reformat/reinstall of at least 10 PCs at one time
 - Virus removal; experience involving Adobe, Microsoft office, and other various software
 - Wired/Wireless network installations and configurations
 - Retain contact with client, maintaining a customer service oriented attitude

Education

- 2009 - 2011 LPVEC Career and Technical Education Center, West Springfield, MA
Vocational Certification in Information Support Services and Networking
- College-oriented study; in completion I attained college credits
 - 800+ Hours of class time
 - CompTIA A+
 - CISCO Discovery 1
- 2007 - 2011 Agawam High School, Agawam, MA
High School Diploma
John and Abigail Adams Scholarship:
- Advanced in Mathematics and English on the Massachusetts Comprehensive Assessment System
 - Had a combined MCAS test score ranking in the top 25% of my school district

Qualifications

- 4+ Years of formal experience
- CompTIA A+ Certified
- CISCO Discovery 1 Certified (Currently pursuing CCNA certification)

References

Available upon request