

SEAN EMMANUEL COLEMAN

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Portfolio: <https://sean-emmanuel-coleman.000webhostapp.com>

Highly experienced PC technician with 6+ years and with strong background in software/hardware computer repair (field and lab) and IT network system administration. some skills include:

- Skilled in Troubleshooting, analyzing and repairing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network.
- Performing computer installation and operating system configuration in designated networks.
- Administering and monitoring performance of LAN/WAN network using remote connection tools.
- Managing time and priorities effectively.

EXPERIENCE

OCTOBER 2017 – JULY 2020

INFORMATION TECHNICIAN I, MINISTRY OF NATURAL RESOURCES, BELMOPAN

- Assisted in the design of MNR publishing needs.
- Created Microsoft Exchange mailboxes for internal office use.
- Investigated network issues which led to the solution of long-term network
- Worked with AD (active directory) to create and disable account
- Making software available to appropriate users.
- Installing, testing, and troubleshooting software.
- maintaining servers and network hardware.
- Troubleshoot any and all software/hardware/network issues that arose.
- Maintaining wired and wireless networks, desktop, and server computers.
- Recommend the procurement of computer parts, supplies and materials for the purpose of ensuring the availability of items commonly required to repair computer hardware.
- Trained employees on one-on-one basis for new software upgrades when necessary.
- Serves as liaison to software/hardware providers and outside repair services for the purpose of conveying and/or receiving information.
- Responsible for helpdesk and remote assistance.
- Set up equipment's for Mobile use/out districts of Natural resources office.
- Assist in Setting up and maintaining backup system for file servers and in-office desktop computers.
- Configured and installed IP Cameras for onsite monitoring of physical devices and company assets
- Assist in the developing of database and software application for the ministry.
- Designed and Develop MNR intranet website using WordPress and with accurate information, and maintenance.
- Assisted IT Manager and System Administrator on resolving server issues and server upgrades.
- set-up e-mail addresses for staff using third party email provider.
- Developed and strengthened relationships with staff, customers and partners

NOVEMBER 2014 – SEPTEMBER 2016

INFORMATION TECHNOLOGY TECHNICIAN, CHAA CREEK LTD. SAN IGNACIO, CAYO DISTRICT.

- Keep recorded inventory of all IT equipment.
- Managed 3 projects or tasks at a given time while under pressure.
- Pioneer use of modern technology (iPad, iPhone, Android) for better communication and support.
- Managed up to 3 projects or tasks at a given time while under pressure.
- Maintenance of Microsoft Outlook email host server for Chaa Creek system.
- Give assistance to Guest with computer issues and needs to connect to the Chaa Creek Network Hot spot.
- Monitored and administered IT systems of the company and make recommendations to Senior Managers regarding hardware replacements, upgrades and new installations required.
- Identify security vulnerabilities and make recommendations for remediation.
- Provide IT support for office and Guava Limb Restaurant.
- Repair computer system Point of sale and printers.
- Maintenance of Microsoft Active Directory, Domain, File servers.
- Installed and configured IT network components and assisted in the implementation of designed IT network configuration.
- Administered and maintained Fibre optic network with Mikrotik systems
- Maintenance of managed Cisco Switches.
- Setting up of WIFI networking for the Chaa Creek Ltd. Compound and remote office and Guava Limb restaurant.
- Build and implement Fire wall and other security applications for guest and local area network.
- Maintenance of Chaa Creek Front Desk (Resort Data Processing) software and online reservation system/Data base.
- Kept inventory for computer hardware and software needs as that of the required drivers for the hardware and software components.
- Other related duties in time of emergency.

OCTOBER 2011– OCTOBER 2014

INFORMATION TECHNOLOGY ASSISTANT, DEPARTMENT OF NATIONAL EMERGENCY MANAGEMENT ORGANIZATION, BELMOPAN, CAYO DISTRICT.

- Keep recorded inventory of all IT equipment's.
- Perform hardware and software maintenance duties.
- Assist with trouble- shooting of problems on Local Network at NEMO Headquarters and providing IT support for remote offices.
- Repair computer systems and printers.
- Maintenance of Microsoft Active Directory, Domain, File servers.
- Providing input in the development of IT policies, user guides and training of users of IT resources.
- Ensure all daily backups are completed successfully.
- Develop, Design and Maintain the Department's website and email server
- Assist in GIS imagery.
- Administrator of NEMO's Taiwan Project Data Base System
- Perform server installation and configurations for the department needs.

- Setting up of WIFI networking for the department.
- Other related duties in time of emergency.

AUGUST 2010– NOVEMBER 2010

TEMPORARY INFORMATION TECHNOLOGY TEACHER, MOPAN TECHNICAL HIGH SCHOOL, BENQUE VIEJO DEL CARMEN, CAYO DISTRICT.

- Manage to teach 235 students Information Technology
- Facilitated teachers and students with technical support with their Notebooks and PC.
- Assisted the technician with the upgrading of desktop computers
- LAN maintenance and installation in their two current IT labs.
- Diagnosed and troubleshoot hardware for the network labs and other peripheral devices installed.
- Trained students and staff when introducing new school software to be used.
- Assisted in setting up and maintain Computer Lab's and Office Personnel desktop computers
- Started an "Under construction" Web site for the High school.
- Assisted the Technician in the procurement of computer parts, supplies and materials; ensuring availability of items required for repairing of computer

SELF EMPLOYED – IT TECHNICIAN

APRIL 2020 – JUNE 2020

SETUP OF SERVEILLANCE CAMERA'S, WESTERN REGIONAL HOSPITAL, BELMOPAN

- Installation and setup of ethernet cables for cameras
- Configuration of surveillance camera's
- Configuration of Surveillance Camera Digital Video Recorder System
- Maintenance of Surveillance of Camera's

AUGUST 2017

INSTALLATION OF ETHERNET CABLE, BRC PRINTING LTD., BENQUE VIEJO DEL CARMEN

- Installation and setup of ethernet cables for desktop connection and VOIP Connection

OCTOBER 2016 – PRESENT

WEB DEVELOPER, JAM JAM TOURS. SAN IGNACIO, CAYO DISTRICT.

- Developed landing page functionalities and features.
- Addressed any design and maintenance issues that arises
- Finalized website page for Jam Jam Tours company: <https://www.jamjamtours.bz/>

EDUCATION

MAY 2018

CERTIFICATE, DELL ONLINE CORSE

CERIFICATE IN DELL CAMPUS NETWORK DESIGN, ADVANCE FEATURES, AND CONFIGURATION

JUNE 2010

ASSOCIATES DEGREE NETWORK ADMINISTRATION, SACRED HEART JUNIOR COLLEGE

AUGUST 2006-JUNE 2007

DIPLOMA, MOUNT CARMEL HIGH SCHOOL

AUGUST 2002- JUNE 2007

MOPAN TECHNICAL SCHOOL

SKILLS

- Knowledge of various types of PC hardware such as, Apple/Mac, Dell, HP and other brands
- Verse in the following Programming Languages HTML5, PHP, CSS3, JavaScript, MySQL
- Customer service oriented: Ability to serve and communicate with different types of customers efficiently.
- Operating Systems – Linux OS/server, windows 10, windows 7, windows server, Apple OS
- Handling of confidential matters and document in workplace with discretion.
- Verse in Active Directory, domain, DHCP, DNS, and File Servers
- Problem solving
- Efficient in troubleshooting and problem solving.
- Effective time management – Can solve complex system problems in minimum time.
- Verse in Geographic Information System such as ArcGIS, AutoCAD
- Verse in Content Management System such as WordPress
- Being a Team player
- Agile Mindset
- Knowledge of Mikrotik, and Cisco systems.

REFERENCES

Michael Link – IT Manager, Ministry of Natural resources (610-4934)

Mrs. Sharine Reyes – Logistics, Department of National Emergency Organization – (614-9954)

Edson Itza – System Administrator, IT Department, Ministry of Natural Resources (602-9444)