

# HOWARD PALMER AKIL

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## OBJECTIVE

To obtain a technical support position that will utilize my experience and achievements in Networking and Database Administration.

## SKILLS

- + MS Platform
- + Macintosh OSX 10.4.4
- + Unix/Sun Solaris 9 and 10
- + LAN/WAN implementation with Cisco router/switch configuration and installation on demarcation point(s)

## CERTIFICATIONS

A+, N+, CCNA (CSCO11029298), Intermediate System Administration with Sun OS 10, MS SQL Server 2000 System Administration, and Six Sigma Green Belt.

## EXPERIENCE

- 09/2007 – Present                      **Cox Communication**                      Alpharetta, GA  
**Associate Systems Administrator**  
+ Daily support and monitoring of all production Solaris and Linux systems/services.  
+ Tier 4 escalation level for customer support, and troubleshooting issues.
- 02/2005 – 09/2007                      **Comsquared Systems**                      Norcross, GA  
**Database System Administrator**  
+ Deploy and support Sun Fire Entry-Level and Carrier-Grade Servers on Solaris 9/10  
+ Helpdesk /Onsite support with Telnet/SSH client support to Solaris 9/10 platform Servers  
+ Execute working knowledge of custom scripted software with training and development  
+ Database management and maintenance; backup, archive, and restore
- 03/2003 – 1/2005                      **CGS Corporation-IBM**                      Atlanta, GA  
**Mobile Support Technician**  
+ Contractor - provided Helpdesk support for all IBM modeled ThinkPads  
+ Member of support team for IBM Thinkpads with Windows or Linux flavors installed  
+ Full hardware and software phone support to clients using Clarify, NSS, IDS on AS/400's and Helpdesk systems
- 06/2000 – 12/2002                      **Best Buy Co.**                      Duluth, GA  
**Senior Lead Technician**  
+ Built, repaired and upgraded performance on personal computers and laptops  
+ Researched and prepared information to provide customer education and consultation on PC maintenance. Used products and visual aids to demonstrate quality, use, and care.  
+ Developed personal sales techniques to generate sales and increase company revenue

## EDUCATION

- 9/2003 – 9/2005                      **ITT Technical Institute**                      Duluth, GA  
**Associate of Science Degree in Information Technology - Computer Network Systems**  
+ Graduation Date: September 2005