

Rostand Bahanack Lonlack

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EDUCATION

The University of Texas at Dallas

B.S., Information Technology and System

August 2021

Dallas County Community College

Associate of Sciences Degree (Networking and Computer System).

May 2019

GPA 3.39

CERTIFICATIONS & TECHNICAL SKILLS

Certifications: CCNA, CCNP (R&S in progress)

Analysis Tools: SolarWinds, Splunk, ServiceNow, Remedy, Wireshark, SharePoint, SCCM, CA Software's (CA UIM, Spectrum, SOI), Software, Citrix, VM Ware, VCenter, vSphere CyberArk.

Programming languages: (Java, intermediate skills), ERP System knowledge, Oracle SQL Database, Python

Operating Systems: Linux/Unix, Windows, OS, Windows Servers (2008,2012,2016 R2)

Networking: TCP/IP suite, routing protocols, network configuration and change management.

WAN&LAN: LAN, WAN (PPP, MPLS, DSL, Frame Relay, T1, T3, ATM), Cable Structure,

MS Office Suite: Word, Excel, PowerPoint, Visio

BUSINESS EXPERIENCE

Santander Consumer USA, Dallas Texas

September/2018 - Present

Staff IT Infrastructure Operations

- Research, analyze, develop, and document new processes and procedures to implement new solutions through Technical KB Articles for use by IT Staff to meet future problem resolution needs.
- Administer, implement, and provide technical support of applications and associated hardware used in a client-server environment utilizing a specialized set of diagnostic tools (cited above) with elevated privileges.
- Apply Microsoft patches on 25+ Win Servers (2008, 2012, 2016 R2) to prevent and fix security vulnerabilities.
- Manage corporate-owned devices (Servers, Routers, Switches, Firewalls) and software deployment baselines to ensure the compliance of settings on devices.

CompuCom Inc, Plano Texas

September/2016 - April/2018

IT Analyst

- Ensured customers support service concerns are handled appropriately until resolution through effective incident support processes with ticketing system and phone calls (30+ tickets and 30+ phone calls daily).
- Collaborated in the root cause analysis in support of systems outages with external vendors (AT&T, Level 3)
- Applied configuration changes on retail equipment (Routers, Switches, and Firewalls) using remote access tools (SSH, Telnet), with technicians assisting onsite, troubleshoot, and Upgraded Network systems.
- Maintained 4 NOC alerts queues and continually process, prioritize, and drive the resolution of 30 tickets.

Collabera with client Citigroup Irving Texas

March/2016 - August/2016

IT Analyst

- Analyzed a large-scale global Network infrastructure (500+ devices) and took first level corrective actions.
- Participated in bridge calls in the problem and root cause analysis in support of incident management.
- Identified and proactively analyzed 100+ alerts and monitored issue for ways to prevent futures problems.

Simmons Serta Bedding Company Irving, Texas

February/2015 - October/2015

- Operated industrial machinery for king and queen size bedding closure (90 Beds in 10 hours Shift).
- Attended (3) weekly safety meeting and trained new hires (20 Technicians) on critical machinery operations.
- Assisted in the installation, maintenance, repair and recalibration of industrial machinery.

ADDITIONAL INFORMATION

Languages: Advanced French, intermediate German, and Good English.

Eligibility: Eligible to work in the U.S. with no restriction,

Organizations: Member of the Association for Information Systems (AIS), UT Dallas.