

REGAN BARD GOMES

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Summary

Technically adept IT Support Specialist known for high productivity and efficient task completion. Possess specialized skills in network troubleshooting, software installation, and hardware maintenance. Excel in problem-solving, communication, and time management to deliver outstanding technical support and customer service.

Skills

- Software & Hardware Installation
- Network Configuration & Maintenance
- Office 365
- System Upgrades & Patch Management
- Virtualization
- Hardware component selection
- Disaster recovery planning
- IT policy development
- Ticketing system proficiency
- Software installation
- System configuration
- Virtualization technologies
- Printer troubleshooting
- Hardware maintenance
- Active Directory management
- VPN configuration
- Wireless networking
- Network administration
- Backup and recovery
- Remote desktop support
- Firewall configuration
- Help desk experience
- Desktop support

Experience

Sr. IT Support Specialist

The Metropolitan Christian Co-Operative Housing Society Ltd. - Dhaka, Bangladesh | 05/2015 - 11/2023

- Provided technical support to employees via phone, email, and remote access.
- Delivered remote assistance for technical issues using screen sharing, mouse and keyboard control and other tools.
- Performed routine maintenance and software updates on support tools and customer systems.
- Configured workstations, networks, servers and printers for end users.
- Tested hardware components prior to deployment in production environment.
- Created user accounts and configured settings in Active Directory.
- Assisted colleagues with complex IT problems or inquiries.
- Performed regular maintenance checks on computer hardware components.
- Provided technical support and troubleshooting services to end-users experiencing hardware and software issues.
- Implemented security measures to protect sensitive information from unauthorized access.
- Identified problems in printers, scanners and networking hardware, applying required fixes, or escalating issues.
- Maintained an inventory of all IT equipment in the organization.
- Evaluated local area network (LAN) and wide area network (WAN) performance data to verify availability and speed, identifying network problems.
- Imaged OS and software deployments throughout system and addressed implementation concerns.
- Configured hardware devices and software settings to optimize network performance.
- Monitored network performance and identified potential areas of improvement.
- Implemented security measures to protect the network from unauthorized access or malicious attacks.
- Configured and maintained various network devices such as routers, switches, firewalls.

Support Executive

Standard Chartered Bank - Contractual - Dhaka, Bangladesh | 04/2010 - 04/2015

- Troubleshoot and resolved hardware, software, and network issues, reducing downtime.
- Answered user inquiries to resolve computer software or hardware operation problems.
- Performed server patching activities using Windows Server Update Services.
- Monitored system performance and implemented optimizations, leading to an improvement in user satisfaction.
- Installed and performed minor repairs to hardware, software or peripheral equipment.
- Implemented security measures such as antivirus protection to protect against malicious attacks.
- Performed hardware upgrades, including RAM, SSDs, and graphics cards, to improve system performance.
- Managed Active Directory user accounts, groups, and permissions, enhancing system security.
- Installed, configured and maintained computer hardware, software and peripherals.
- Conducted regular system backups and disaster recovery operations, ensuring data integrity.
- Resolved printer, scanner, and other peripheral device issues, maintaining operational efficiency.
- Troubleshoot network connectivity issues for both wired and wireless connections.

IT Assistant

Hotel De Castel - Dhaka, Bangladesh | 05/2007 - 03/2010

- Provide immediate assistance to hotel guests and staff with technical issues, including troubleshooting Wi-Fi connectivity, in-room entertainment systems, and other digital amenities
- Handle support requests via phone, email, or in-person, ensuring timely and effective resolution
- Perform routine maintenance on hotel IT systems, including software updates, point-of-sale (POS) systems, antivirus checks, and hardware diagnostics to ensure optimal performance
- Set up, configure, and maintain hotel computers, printers, and other hardware devices
- Maintaining and troubleshooting the hotel's network infrastructure, ensuring stable and reliable internet access for both guests and staff
- Manage and optimize Wi-Fi settings to enhance guest and staff experience
- Implement and enforce IT security protocols, including regular updates to antivirus software, firewalls, and security patches

Education

Master of Science: Computer Science & Engineering
Stamford University Bangladesh | Bangladesh | 03/2008

Bachelor of Science: Computer Science & Engineering
Stamford University Bangladesh | Bangladesh | 09/2006

Higher Secondary School Certificate
Tejgaon College | Bangladesh | 06/2002

Secondary School Certificate
Hasara Kali Kishore School and College | Bangladesh | 03/1999

Certifications

- CCNA
- CompTIA A+
- CEH (Certified Ethical Hacker)

References

- Hridoy Michael Gomes, Global Medical Care Associates, PLLC, hrgomes@gmail.com, 347 584 8049
- Liton James Gomes, Sterling and Wilson Solar Solutions Inc., litongomes@gmail.com, 516 206 8870

Personal Information

- Relocation: Willing to relocate anywhere
- Work Permit: Authorized to work in the US for any employer