

# Regan Bard Gomes

New York, USA

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Authorized to work in the U.S. for any employer

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## PROFESSIONAL SUMMARY

IT Administration & Systems Specialist with over 7 years of experience delivering technical support, infrastructure management, and system administration across diverse environments. Skilled in Microsoft 365, Windows Server, Active Directory, networking, virtualization, cloud technologies, and security best practices. Proven track record of resolving complex issues, improving system performance, and providing excellent customer service.

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## CORE SKILLS

- Windows, macOS, Linux Administration
- Active Directory, GPO, Windows Server
- Microsoft 365, Azure, AWS
- Networking: VPN, Routers, Switches, Fortinet Firewalls
- Virtualization: VMware, Hyper-V
- Backup & Disaster Recovery
- System Upgrades & Patch Management
- Hardware & Software Deployment
- Cloud Technologies & Migrations
- Wireless Network Management
- Remote Support (ServiceNow, Zendesk)
- Printer & Peripheral Troubleshooting

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## PROFESSIONAL EXPERIENCE

### Sr. IT Specialist

Zak's IT Services – New York, USA | 07/2024 – Present

- Administered Windows and Linux servers, Active Directory, DNS, DHCP, and Group Policy to manage user accounts, permissions, and secure access to systems and applications.
- Managed installation and configuration of new hardware and software—including desktops, printers, wireless access points, PA systems, antivirus, and enterprise applications—ensuring smooth and efficient deployment.
- Designed and implemented disaster recovery and backup processes, including scheduled backups and periodic recovery tests, to reduce data loss and downtime.
- Provided front-line technical support to end users via phone, email, and in person, troubleshooting issues with a strong customer-focused approach.
- Implemented and optimized network infrastructure components such as routers, switches, firewalls, and wireless systems to deliver secure and reliable client networks.
- Diagnosed and resolved hardware, software, and network issues for clients, minimizing disruptions and maintaining high system uptime.
- Conducted user training sessions and created clear, user-friendly documentation to help clients effectively utilize IT systems, applications, and tools.
- Maintained detailed technical documentation of client environments, including network setups, configurations, and troubleshooting procedures, to streamline ongoing support.

- Strengthened security posture by implementing security protocols, applying patches and updates, and monitoring systems to protect client environments.
- Collaborated with other IT professionals and third-party vendors to resolve complex issues, coordinate implementations, and enhance overall service quality.

## **IT Support Specialist**

**Bank Asia – Dhaka, Bangladesh | 05/2022 – 06/2023**

- 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.
- 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 (Contractual)**

**Standard Chartered Bank – Dhaka, Bangladesh | 05/2018 – 04/2022**

- 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.

## EDUCATION

- **MSc – Computer Science & Engineering**  
Stamford University Bangladesh | 2008
- **BSc – Computer Science & Engineering**  
Stamford University Bangladesh | 2006
- **Higher Secondary Certificate (HSC)**  
Tejgaon College | 2002
- **Secondary School Certificate (SSC)**  
Hasara Kali Kishore School and College | 1999

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## CERTIFICATIONS

- CCNA – Cisco Certified Network Associate
- CompTIA A+
- CEH – Certified Ethical Hacker

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## TECHNICAL TOOLS & PLATFORMS

Windows Server, AD DS, DNS, DHCP, GPO, Microsoft 365 Admin Center, Azure Portal, AWS Console, VMware, Hyper-V, Fortinet Firewalls, LAN/WAN, Wi-Fi Systems, - TeamViewer, AnyDesk, ServiceNow, Zendesk, Antivirus Platforms, Backup Tools, Windows/macOS/Linux, Remote Desktop Solutions, Cisco IOS, Wireshark, Putty/SSH, PowerShell

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## ADDITIONAL INFORMATION

- Relocation: Willing to relocate anywhere in the U.S.
- Languages: English