Lukasz Glinka
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EDUCATION

Sacred Heart University, Fairfield, CT
Bachelor of Science, Computer Science - Information Technology, May 2007

Capella University, Minneapolis, MN
Masters in Information Technology - Network Architecture and Design, June 2011

EXPERIENCE

Computer Technician, November 2008-present
City of Stamford IT Dept., Stamford, CT
- Responsible for deploying new software to existing equipment
- Create and distribute Images using Symantec Ghost and WDS
- Administrate an Active Directory Domain
- Install and Troubleshoot Projectors and Interactive boards
- Provide software and OS related training to end users
- Configured server based email accounts on Outlook
- Troubleshooting Network related issues
- Desktop, Laptop, Printer service and support - Windows XP, Vista , 7, 8, 10
- Maintain and Troubleshoot Windows Servers 2003, 2008, 2012
- Maintain, Configure and Troubleshoot Cisco Switches
- Setup, Synchronize and Administer G suite with Active Directory
- Setup and Deploy Chromebooks
- Setup and maintain Dell NetVault Backup
- Deploy and maintain Meraki Wireless

Computer Technician, June 2005- November 2008
Bridgeport Board of Education IT Dept., Bridgeport, CT
- Provide technical support to high level administrators
- Set up Blackberry's and PDA's
- Install and configure VPN Client on administrators laptops
- Responsible for deploying new software and systems on existing equipment
- Create and distribute Images using Power Quest and Symantec Ghost
- Work with Novell Netware Client
- Provide user specific training with applications
- Configured server based email accounts on Outlook
- Diagnosed network related issues
- Desktop, Laptop, Printer service and support - Windows 95, 98, 2000, XP

Help Desk Analyst, June 2006-August 2006
Howard Systems International/Boehringer Ingelheim, Ridgefield, CT
- 100% Phone support
- Troubleshooting Cisco VPN Connectivity, Windows XP, MS Office, Outlook, Internet
  Provide Training and support for Siebel Vista 7.5, 7.8

Management Assistant, October 1999-2005
Treelands Home and Garden Showplace, Bridgeport, CT
- Perform extensive computer support including assembly, disassembly and
  troubleshooting
- Entrusted with handling high priority assignments and ensure management
  satisfaction
- Consistently demonstrate high level of commitment and professionalism

- Follow instructions accurately and learn quickly on the job