

Johan M. Borge
14839 Single Trace
Austin TX, 78728
Home: 512-388-1572 Cell: 512-694-7253

OBJECTIVE

Join a dynamic company as a Hardware Engineer designing projects.

PROFESSIONAL SUMMARY

I have experience as an Enterprise Support Tech Analyst and Customer Service Manager. During my 8 years in the customer service industry, I gained broad knowledge about management and administration procedures. I bring over 4 years of hands on training as well as progressive and diverse experience in the professional IT environment and marketing business. I use system management disciplines and business processes on a daily base. With good understanding of business, IT architecture and programming concepts I gained a reputation for delivering high quality in a time intensive environment. I have used my fluency in Spanish to support small businesses and enterprises in Latin America as well as the United States.

PROFESSIONAL EXPERIENCE

[2003 - Present] Dell Inc.

Austin, TX

L-2 Server Support Analyst

Handling high volumes of incoming calls from Platinum, Gold, Silver, & Bronze customers.

PowerEdge 300 to 8000, blades series, Power Vault 20X, 21X, 220S & 221S, OMSA and PowerConnect switches. Storage autoloader tape drives.

Applying with ambiguity and leadership by following Dell policies and procedure in the Latin America and the Americas Enterprise Department.

SME in OMSA, 64 bit system, Power Connect, and Blade Server.

Working on a green belt BPI for AES setting up virtual lab.

[2003 - 2001] Austin Community College

Austin, TX

Computer Administrator Technician

ACC's IT Administrator and troubleshooting software and network.

Computer hardware and software maintenance.

Re-imaging OS systems, repairing virus issue and doing migration from Windows 2000 to 2003 Server

[2003 - 1999] J.B Ice Cream

Austin, TX

Company Founder/Owner

Administration and finance

Planning and organization

Purchase and sales (POS)

Financial strategic planning

[1997 - 1999] Pep Boy's Automotive

Houston, TX

Service Manager

HR Management including recruiting, training, payroll and scheduling

Wholesale purchasing orders

Inter-Cooperate event management

[1996 - 1997] Sears Roebuck Automotive

Houston, TX

Commercial Service Manager

Enterprise sales representative for products and service

Corporate account manager

Public relation and event representative

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TECHINCAL SKILLS

Communication and Networks: LAN , Client-Server, Troubleshooting, Configuration of Systems, Administrator, Implementing Windows 2000 & 2003, Network Infrastructures, Cisco router, Red Hat Linux & Fedora.

Programming: Visual Basic, C++, VI

Operating Systems: Win 9x, Windows NT 4, 2000 & 2003, ME, XP, Linux, DOS, Unix, Solaris, Novel 5.1 and 6.5, ESX Server 2.5 and GSX VMware.

Configuration of Computer: BIOS, ESM, Hardware, Software

Databases: Oracle, MySql, Access

Web programming: Installation and configuration of Red Hat and Suse Linux with Apache Web Server, MySQL Database and FTP Server. Implementation of Internet Presences for small businesses with PHP, HTML Streaming Media and Multimedia techniques like Flash, Video and Audio.

Application: Macromedia Flash, Dreamweaver, Freehand and Fireworks, Adobe Photoshop, and Illustrator, Corel Draw, MS Office, VISIO, Open Office, Pinnacle, Cool Edit Pro 2.1 Microsoft Office XP, Adobe Photoshop 7.0, Adobe Illustrator, Corel Draw, Pinnacle 8.0, Fireworks, Front Page.

Apple computer: Basic knowledge in application software and hardware

Business: Project Management, Internet / e-business, Photographer, Marketing, Designing

EDUCATION

[2001 - 2004] Austin Community College Austin, TX
Associate Degree of Network Administrator Management
Business Administration
Web designing and database implementation
Networking and Operating System administration

[1997 – 1998] Compusoft Training Solution Houston, TX
Computer Management Systems Certificate
Introduction to Computer Basics: Access, Excel, Word, Publisher, InfoPath, Front page, Visio, PowerPoint, Lotus 123, Database Management

RECONITION AWARDS

Top Sale representative of the year 1997 (from Sears Roebuck)
Leadership Training (from Capital Idea)
Working on a BPI “Green Belt” (from Dell Inc) equal to a [Six Sigma](#)

LANGUAGES

Spanish: Native language
English: Native language
German: Basics.
Portuguese: Basics.