Hayley Mitrano

Current Education

Senior, Georgia Southern University
August 2010 - expected graduation May 2014, Statesboro, GA

- I am currently majoring in Information Technology with a networking emphasis.
- My effective minor is Computer Engineering
- I hold a 3.3 GPA

Experience

Part Time Student Technician, Georgia Southern University
November 2011 to Present, Statesboro, GA

- We support around 600 computers, help set up research projects and labs for at least 45 faculty members, while also running our own research on new emerging technologies and software to help better our department and College.
- Twice a semester, we reimage 70 computers, using Clonezilla, with a custom built image and host a LAN party with AITP
- Create and maintain several VMware virtual machines that are used as print servers as well as in classrooms as a sandbox for development and education.

Service Technician, DayStar Communications
June 2011 to August 2011, Port Charlotte, FL

- Troubleshot communication and data problems with the phone and data network.
- Dealt with customers directly, on site repairing, troubleshooting, surveying, or installing equipment.
- Installed Wireless Access Points and Antennas
- Surveyed potential customer's locations to see if it was cost effective to install our equipment and provide our service.

Sales Representative, Gamesboro
January 2011 to May 2011, Statesboro, GA

- Bought, Sold, and advised people on what to buy.
- Answered phone calls and responded to questions that customers might have
- Managed the inventory so that is was presentable for customers.

Intern, Everything Computers
January 2010 to May 2010, Roswell, GA

- Troubleshot and repaired computers
- Welcomed and processed customers over the counter and over the phone
- A variety of issues were corrected from replacing LCD Screens in laptops to reformatting Operating Systems

Languages
Html, CSS, XML, Matlab, C, Java, JavaScript, Assembly, Transact-SQL

Operating Systems
Windows 8, 8.1, Windows 7, Vista, XP, Server 2003, 2008,2008 R2, 2012, 2012 R2, Ubuntu, Fedora, Debian, FreeNAS, Backtrack, Kali, OSX, Apple iOS, Cisco IOS, ESXi

Protocols
NAT, DHCP, DNS, RIP, OSPF, FTP, SFTP, HTTP, ACL's, TCP/IP, AD, RDP, STP

Applications
MS SQL Server 2012, vSphere, vCenter, VMware Workstation, HyperV, Apache, MySQL, PHP, Joomla, NMAP, Putty, WinSCP, DameWare, Dreamweaver, Photoshop, Acrobat, Microsoft Office Suite, FeedDemon

Projects

- Set up a campus license server to host network floating licenses. It had multiple licensing agents that needed to work in unison.
- Set up a FreeNAS server in order to store all the software install files and information that we need for the college.
- Set up a Linux Mirror server hosting various open source software for downloading internally for Georgia Southern University. This server is a VMware virtual machine that is networked to a FreeNas server for storage.
- Created an internal wired gigabit network within my apartment using custom length cat6 network cables so streaming high definition content between rooms would be optimal.

Relevant Courses

- In *Introduction to IT,* I set up virtual machines on an ESXi server using the vSphere client, including Windows Server 2003, Ubuntu, and freeNAS.
- In *Introduction to Web Development*, I created web pages using HTML, JavaScript, and XHTML and then formatted them using CSS.
- In *IT Infrastructure* I created Windows Server 2008 R2, Windows 7, and Ubuntu 11.10 virtual machines and managed them using Active Directory, DHCP, and DNS. I also created a bootable flash drive with many tools for repairing, diagnosing, and supporting computers.
- In *Web Software* I created two websites using Dreamweaver and Photoshop. One of these sites is accessible at www.hayleymitrano.com/samplesite
  In *Datacenter Management* I am using vCenter's full capabilities, such as vMotion, storage management, clustering, etc. in order to complete labs, and prepare for the VCP5 after I finish this course.
- In *Network Security* I used Cisco 2900 series Routers, 3560 X series Switches and 5510 Series ASAs to set up and secure a network. In a competition that occurred nonstop over a weekend, we had to map out, subnet, plan upgrades and then secure our network against attacks, while attacking other groups in order to bring them down.
- In *Network Architecture* I subnetted mostly class C networks and configured either static, RIP, or OSPF routing between them using 2 physical Cisco routers.
- In *Database Design and Implementation* I used MS SQL Server 2008 to create databases from ER Diagrams using the MSSQL Language. I also created ER Diagrams and Databases from a given scenario.
- In *Knowledge Discovery/Data Mining* I learned how to choose what data mining algorithm to use for different types of data. The Data mining was done using SQL Server 2012 and SQL Server Analysis Services.
- In *Web App Design and Development II* I created contact forms, RSS Feeds, login landing pages, etc...