



## **Quincy A. Walker**

**QuincyAWalker@Gmail.com (614)-556-5411**

- Demonstrates a solid understanding of the terminology, principles, and theories of computer hardware and software.
- Created a basic software program design using pseudo code, flowcharts, and algorithm knowledge of computer programming.
- Skilled at installing, configuring, and managing Windows XP, and Windows 7, to create windowing environment for the IBM PC under MS/DOS.
- Install, troubleshoot, and repair PCs, Mainframes, hard drives, power supplies, motherboards and other devices.
- Experience in terminology of database using Microsoft Visio, and MySQL to set up Database diagrams and setting up a database.
- Experience in using a packet tracer to set up router, switches and other Local Area Network and Wide Area Network.
- Install and set up Windows Server 2008.
- Excellent with blueprints and schematics. Troubleshooting and diagnostics of circuit cards.
- Testing and verification of aircraft electronic navigation devices.
- Basic Electricity / Electronics Certificate of Completion, via US Navy.

### **Halcyon Solution trainee      Software Quality Assurance      (Jan – Feb 2012)**

I participated in a rigorous, hands-on classroom based training session on Software Quality Assurance. The trainer led sessions which included workshops, group problem solving, assignments and testing software usage exercises.

- A strong foundation in various software development methodologies including agile, waterfall and iterative
- Thorough understanding of the software testing lifecycle including strategy, planning, design and execution
- Strong concepts and usage of testing process like defect tracking, triage and requirements trace-ability
- Experience with software testing tools - HP Quality Center (QC), Quick Test Professional (QTP) and LoadRunner

### **Helpdesk Technician      Sarcom Inc/Wendy's Headquarters      (May 2010-Jan 2012)**

- Answering client phone calls and communicating effectively to set up and escalate incident tickets
- Obtaining Administrator rights in Active Directory; downloading software such as Firefox, Adobe, and Office Communicator; setting up Virtual Private network; and maintaining emails, archive folders and items in Outlook 2007
- Troubleshooting computers and printers using remote assistance

### **Ohio House of Representatives      Intern IT technician      (Jan 2010- March 2010)**

- Installed and configure ESXI host with VM Ware servers
- Install ,Configure, and manage Windows XP and Windows 7, to create windowing environment for the IBM PC under MS/DOS
- Customize desktops, using image builder with Internet Explorer, default user and software user

#### **Education:**

- Tech Skills ITSA program
- ITT Technical Institute- AS Computer Networking Systems
- US Navy – Basic Electricity/Electronic