Portfolio 4

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Prior Learning Assessment: Portfolio

PLA Office Contact Information:

Prior Learning Assessment Program

Testing Services

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I. Course Syllabus - Syllabus with detailed course learning outcomes

    a. Course Name and Reference Number

    b. Course Description

    c. Course Outcome

Fundamentals of Information Technology

> **Course Description:** This course is an introduction to the field of Information Technology including technology concepts, terminology, hardware components and software applications. Students will be introduced to and asked to apply basic skills in the core areas of information technology such as programming, database management, networking, systems administration, and web development and the basic research, problem solving and decision making skills required to be successful in this field. The course emphasizes the role of technical communication, project management, languages, tools, models and application architectures within the IT development process.

Learning Outcomes:

- Describe a history of coniputing and its associated disciplines.

- Identify and explain the specialty areas and basic concepts of Information Technology.

- Explain the information technology profession and available career paths available.

- Successfully utilize and support office computer applications (word processing, spreadsheets, presentation, email clients).

- Apply introductory level skills in information management (databases).

- Apply introductory level skills in digital media.

- Apply introductory level skills in computer networking.

- Apply introductory level skills in computer programming.

- Apply introductory level skills in systems administration

- Apply introductory level skills in web technologies.

- Discuss research, problem solving and decision making as a part of the new digital economy in business systems.

- Demonstrate college level communication, coordination and collaboration skills.

11. Autobiography

Autobiographical Document

My very first instruction with computer word was when I was 14 years old. My uncle often visit my parents' house from work and carried case with laptop inside. I will never forget that day when the first time I saw it. It was Toshiba T1900 vintage 486 laptop with ball mouse on the side. It had only 20 MHz Processor with 120 MB hard drive. I was so fascinated and excited that couldn't tear myself away from it. The laptop was running on MS-DOS along with Windows 3.1 Operating System. Every day, I was hoping, my uncle would stop by and I could play with it again. Two years later, my parents bought me as a Birthday present my first Personal Computer. It was generic IBM based PC with Windows 98. It was very helpful, especially in my high school years.

The last two years in the High School were also introductive to computer world. There I learned my first programming language - Pascal. The software that we used was Turbo Pascal. We learned to create all kind of functions and procedures that would calculate matrixes. It was very good introduction to programing world.

After graduating from high school in 2001, I enrolled a ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ as a full-time student, majoring in Information Technology with Informatics course . My first year was very busy and overwhelmed with Object-Oriented Programming with C++, Introductory to Information Technology, Computer Architecture and Digital Logics.

After completing my first year in 2002, my parents decided to move to United States due to ethnic and economic reasons. My very first job was warehouse operator in the food factory (Koch Foods, Inc). Few months later I was able to promote my experience from first year of

college and they hired me IT support staff to maintain local PCs and Computer Systems. I was part of corporate IT team. My responsibility was to troubleshoot all computer hardware or software and network connectivity issues in office or manufacturing floor. Also, I was implementing tech refresh or new technology solutions.

While working a-, I decided to return to college and continue my education. In 2003, I enrolled at- University as part time student, majoring in Computer Support Technology. I did as part time due to the fact that I had full time job and did not have enough funds to pay for full time tuition. For the same reason my studies were progressing very slow, as I was taking only two classes per semester.

- could not offer me more than I had and I decided to look for new opportunities. In 2005 I was hired by █████████████████ as Level 2 Helpdesk Support. There I was providing computer and technical support to company employees. Helped to restore and reimage PCs, restore access to the company resources and place service request to replace computer parts. Also, I was escalating complex incidents to next level support . It was new experience, but I felt like I am not utilizing all my capability with this position.

In 2006 I found job at █████████████████ as IT Administrator. This position had much wider responsibility, that was not only hardware and software support, but also maintain local database, administer local website and network infrastructure. During my work with company, I created two new websites, one for commercial clients and other for nonprofit organizations. During my work years, I was able to replace all office computers with latest models to meet performance requirements. Upgraded LAN network with managed switches, firewall and CAT6 cabling to increase security and performance of the local network.

In 2008 I got an offer to join ███████████ company as Data Center Network engineer to maintain Data Center infrastructure services. There were two Data Centers with 40,000 square foot each. While working with company, I was implementing new networking solutions and performing network refresh projects. Also, had an opportunity to redesign Data Center floor to meet Data Center performance and efficiency standards. Assisted Research and Development department to implement proof of concept projects.

In ████████████████████████████ with Associate Degree of Applied Science. My major was Computer Support Technology-Web Programming. Since 2003 to 2012 with Web Designer track, I studied in-depth website design, coding, scripting and editing. I learned how to design, code and program website applications that can run of the database with end user interface. Learned principles of networking along with UNIX and Linux administration.

Since 2015 till present day I am working fo- Company as network engineer with in Distributed Networks team. - has more than 2800 grocery stores nationwide. Our department is responsible for network infrastructure of each store. This includes DHCP server, switch and firewall administration. We also are responsible for structured cabling and wireless network. Besides the stores, I am also working with corporate office networking projects.

I believe that continuing my education will provide me with competitive advantage in the future. My academic goal is to receive a bachelor's degree in Information Technology with Network track. My professional goal is to become Network Architect or Network Infrastructure Manager within large corporation. I believe that by completing this four-year degree program, my career options will vastly increase and make me a more valuable asset to my employer.

III.   Resume

OBJECTIVE: Network Engineer• Network Support• Network Infrastructure Administration

SUMMARY OF QUALIFICATIONS:

Innovative, results-driven with diverse IT experience emphasizing cross-platform systems and network architecture, engineering. Expertise in Telecommunication, TCP/IP, Client/Server, and networking management. Strength includes in-depth practical knowledge of network engineering, system administration, routine IT Operation, and Mainframe Programming. Proven talent for designing, implementing and maintenance of organizational Networking Projects according to the needs and requirement s. CCNA Candidate (Expected certificate granting - 2015).

Expertise includes:

- Network Infrastructure development
- Security Issues/Management
- IT Project Tracking/Implementation
- Customer Support/Satisfaction
- Network   Administration

- Network installation/support
- Troubleshoot networking issues
- Documentation/ReportingSystem
- Team-Leadership/Collaboration
- Quality Assurance/Compliance

- Networking Technology Analysis
- 24/7 On-Call Network Operation
- Configuration Management
- Downtime Risk Management
- Networking System Analysis

Other Technology skills include:

Server -Related Technologies

- Apache
- MS IIS

- MSSQL
- MySQL

- Active Directory
- MS Exchange

- Java
- OpenSolaris

Platforms/ Operating Systems

- Windows 2012 Server
- Linux (Red Hat)/UNIX

- Max OS X
- Solaris 10

Networking Protocols

- LAN
- DNS
- Firewalls
- SSH
- SNMP
- Telnet

- WAN
- WINS
- Voice over IP(VoIP)
- VPNs
- DHCP
- DNS

- TCP/IP
- FTP
- Cisco Routers
- Switches
- IPX/SPX
- TFTP

- SMTP
- Telnet
- POP3
- BGP
- HTTP
- syslog

Programming languages

- HTML
- DHTML

- Perl
- Visual Basic

- C/C++
- JAVA

- JavaScript
- PHP

Software

- Visual Studio
- Borland C++
- Adobe Photoshop CSS

- InDesign CSS
- Flash CSS
- Adobe Dreamweaver CSS

- MS Access
- MS Power Point
- MS Visio

- MS Excel
- MSSQL
- Adobe Professional

Hardware

- Dell/HP/IBM
- Motorola/Symbol

- Cisco/Juniper/FS
- Tranzeo/Trango

- SUN/Oracle
- Avalan

- CAT6E/Optical Fiber

PROFESSIONAL EXPERIENCE:

Distributed Networks

Network Engineer   **2015/09 - Present**

    Establishing networking environment by architectural designing system configuration, directing system installation, defining, documenting, and enforcing system standards.

    The design and implementation of new solutions and improving resilience of the current environment

    Undertaking data network fault investigations in local area environments, using information from multiple sources.

    Monitor and Support to networking intendents

    Implement network solution upgrades

    Support software and hardware upgrades

    Analyze new technologies and provide prove of concept

    Partner with vendors on project initiatives

    On-call after hour technical support

Network Engineer   **2008/11 - 2015/09**

    Installation and basic configuration of Cisco routers, switches and firewalls.

    Securing network system by establishing and enforcing policies, and defining and monitoring access.

    The support and administration of firewall environments in line with IT security policy.

    Reporting network operational status by gathering, prioritizing information and managing projects.

    Upgrading data network equipment to latest stable firmware releases.

    Configuration of routing and switching equipment.

    Configuration of hosted IP voice services.

    Basic configuration of firewalls.

Liability Insurance Wholesaler

Website Administration / **Systems Administration**   **2006/01 - 2008/05**

    Web server administration and configuration.

    Design and maintain two local websites.

    Regular daily backup of local database.

    Local Active Directory Support.

    Support of local and remote workstati ons/lapt ops.

    Optimization and support internal LAN.

    Management and maintain of local VoIP (Linksys One) system.

Help Desk Support Technician   **2005/08 - 2005/12**

    Customer Support & Satisfaction.

    Troubleshooting issues and problem resolution.

    Windows Active Directory and Exchange Server end user support.

    Support of network connectivity and account provisioning.

Preferred supplier of fresh and frozen poultry products for food service and retail

IT Support   **2002/03 - 2005/04**

    Troubleshooting of computers, installing hardware/software and configuration.

    Responsible for administering, optimizing and supporting internal LAN.

    Analyzed and resolved network connectivity issues.

    Spreading and installing CATS/CAT3 cables for local network.

EDUCATION:

Bachelor Degree of Applied Science -   Information Technology   **2016 - Present**

Associate Degree of Applied Science - Computer Support Technology- Web Programming   **2010 - 2013**

Bachelor of Computer Science, Engineering of Information Technology {Incomplete)   **2001-   2002**

CERTIFICATIONS:
CCNA Candidate (Expected granting - 2017)

REFERENCES:
Available upon request

IV. Course Specific Prior Learning Narrative

Narrative about knowledge acquired/significant learning outcome

History of computing and its associated disciplines.

I started learning about computers and computer history since the day when the first time I saw

Personal Computer. It was standard size laptop T1900 vintage 486 laptop with ball mouse on

the side. It had only 20 MHz Processor with 120 MB hard drive. Today, personal computer has

revolutionized so drastically, that no one can believe that back in a day's computer

specifications were worse than modern smart watches. The progress of computers and

information technology follows prediction of Moore's law: "the number of transistors per square

inch on integrated circuits had doubled every year since their invention."

Specialty areas and basic concepts of Information Technology.

Throughout my carrier and studies, I have learned different areas and specialties of Information

Technology. Information Technology is divided in four deferent proficiency fields. Computer

Engineering is specializing field about developing computer hardware and its components, that

includes personal computers, laptops, tablets, servers, memory storage, networking equipment

and many other computer related hardware. Management of IT is another field that

specializing in managing projects, budget and people of Information Technology. Software

Engineering is another field that is specializing in developing software products and elements

for computers and syst ems, which includes application software, expert systems, artificial intelligence. Web development, embedded coding and robotics. The last field is Information Technology Systems and Administration, which includes Network Engineering, Systems Engineering, Database Architecture and Security Analysis.

Information Technology profession and available career paths available.

When I wanted to enroll for college, I was offered to choose various majors of IT. At very beginning of my long college journey, I wanted to become Software Developer and Application Analyst. However, when I came to United States, I was forced to switch my carrier to Systems Administ rat ion. Therefore, I enrolled to Computer Support Technology major at Blue Ash College. Later when I was introduced to website coding, I got very excited and wanted to become Web Developer . So, I switched my major to Web Programming. I never got chance to become true Web Developer, because it only took 30% of my work with Intermediaries. However, I had other work duties like systems and network administration, which experience and knowledge help me to get an   offer from ███████████████ to work as Network Engineer. Today, I am still working as Network Engineer with ███████████ There are many more specialties of Information Technology besides what I have already list ed. I also had a chance to become Database Analyst and Architect, which also has good carrier potential. Right now, I am pursuing Bachelor in Information Technology with Network Engineering track. When I will graduate, I am planning to pursue for Master's Degree in Network Security field.

Office computer applications (word processing, spreadsheets, presentation, email clients).

While bein g ████████████, I have taken few office administration classes, that included

Word, Excel and PowerPoint studies. Besides them I gained huge experience on office

applications while working wit h████████████████████████ I had a chance

provide training and help to resolve specific technical questions for entire office employees .

Also I did create multiple presentations and reports that involve advance usage of Microsoft

Power Point and Excel.

Information management (databases).

My first introduction with Database technologies was at ████████████ at Database

Management Class. Later, when started to work fo ████████████████ I was

administering local website that was running web application along with database serve r. My

duties included not only manage database, but also create backups scripts, archive database

files, design and develop webpages that were pulling data from database and manage security

policies.

Digital media.

The only digitized content that I had experience with is graphics and text that were applied in

the websites that was working with in the past.

Computer networking.

My first networking introduction was when I worked for ‌ have pleasure to trouble

shoot networking connection issues. While troubleshooting, I needed to narrow down if this is

network configuration issues or it is physical error. Sometimes, I even had to trace down

connections and test network cabling drops. Later when I worked with ‌

‌, was more involved in networking since I was the only person in the office who

was responsible with network infrastructure. While working there, I had an opportunity to

upgrade entire networking gear cabling in order to increase performance and security. All

structure cabling was upgraded to category CAT6. Local home style router and hub were

replaced with Enterprise level integrated service router and managed switch. Also, added

professional firewall between router and firewall. Local ISP DSL incoming connection was

replaced with TI service. New circuit and managed switch allowed me to replace analog phone

system replace with Voice over IP telephony, which helped to increase performance and reduce

monthly cost. In 2008 I was offered position at ███████████████ as Data Center

Network Engineer. I had a chance to work at two large Data Centers with 40,000 square foot

each. There I was working with large scale networks where I was implementing new networking

solutions, doing network refresh and migrations projects. Closely worked Architect on

redesigning Data Center floor to meet DC performance and efficiency standards. Also assisted

R&D departments to implement proof of concept projects. Today I am also working as network

engineer with (redacted)   .There I am working different environment which includes 2800

grocery stores nationwide. I am working with all networking devices inside of each store. My

responsibility area is switches and wireless networking, that includes wireless access points and controllers. Besides the stores, I am also working with corporate office networking projects.

Computer programming.

My first programming experience was when I was at high school. Our school only had license for Turbo Pascal software, so we had no choice but learn how to program Pascal. Later when studied a ███████████ University, I had a chance to program with C++ and Delhi languages. After arriving to US and enrolling with (redacted) continued programming with Visual Basic which later was switched to JAVA language. Also, while working with (redacted) periodically create scripts for local DHCP server with Perl programming language.

Systems administration.

My very first experience of system administration was when I was working at (redacted) as helpdesk. I had ability to control domain user that included removing, adding, resting passwords and granting additional access to domain resources. While studding in-

-, I had UNIX and Linux Systems Administration. UNIX class gave me knowledge of what UNIX is, run shell commands, create and manage files and directories, set and use file permissions, navigate file system and introductory to UNIX shell programming and scripting. In Linux class I had a chance to learn show to install and setup Linux server, setup DHCP and DNS servers, install and setup Apache web server, database administration and shell scripting. More experience Systems Administration experience gained while working with (redacted)

Intermediaries. I was administering few servers that were controlling local Active Domain, DNS and Webserver.

Web technologies.

When I was in my second college a ███████████, I decided to change my major and went to Web Programming specialty. I believed that It was more exciting than just being Systems Administ rat or. While being in ███████████, I have taken Web codding and design, Web page editor, scripting, flash and programming classes. The last class was very useful, as I was able to use my knowledge while working a- Intermediaries. Company had two different websites, where I was creating new pages and had a chance create new design to meet latest design and technology standards. Also, I created multiple webpages that had application built in based on .NET and PHP.

Reference letters and work experience statements

Letter of Recommendation #1 for Applicant

February 8, 2017

To whom It may concern: ████████ hile working on my team as a Contract ed Network

Please find th following work that has been performed by An lyst.

- Offi ce - Core Switch Migration - Crea ted switch configuration s on new HP 5412 cor switch es usin g command line inter face. This includ d setti ng security protocols, VLAN !D' s and subn ets.
- Office - New Lab in stall s - In sta lled new HP 5412 and HP 2530 switches and applied configurations. This included Telnet into devices, SSH into devices, and validatin g VLAN and secur ity se ttings . This also includ e utilizin g UNIX command s and basic network tool s such as ICMP, and Trace Routes.
- Retail Wir eles - In sta lled new 802.11 A/B/G acces s point s and ZigBee ace *ss* points for related technologi es util i zed . Thi s In cluded validating VLAN and sec urity on uplink s as w ell as fund ame ntal s of Power over Ethernet and M AC authenti cation .
- Retail network troubl sh ooting - On a daily basis thi s includ ed validating switch configuration s, m odule uptim e and statu s, log fil e interpr etation , RADIUS authentication valid at ion, SYSLOG, LDAP, SSH, Telnet, SFTP, FTP, Lir,ux, Unix, and DHCP operation s and validation .
- Retail - IP Cameras - Insta ll ed new IP cameras on DHCP serv er. This included usin g a bulk loading pro cess utili zin g shell cripts and Unix Syslog traces to validat e proper DHCP, IP add ress, DNS ho st nam e, VLAN tagging, and PoE operation.
- Retail - VoIP Phon es - In st all ed new VoIP Cisco Phon s on DHCP server (sam as ab ove for IP cameras)
- Corporat e LAB - In stalled Cor Switches and VSA server - Cab led all switches and servers according to enterpri e standa rd s.

- as take n training the following traini ng:
  - Zebr Wings architecture
  - AN SI/TIA/ EIA Category 6 cable installa tion, t ling, and termination training
  - Basic fib r optic cab ling fundam ntals
    Linux/Unix commands andoperations
  - nm Management
  - Cu torner service
  - Corporate specific software platform
  - WLAN and Point to point wireles systems training (802.11 and micro wave)

. ,as gained significant experi ence over the last 18 months in Installin g and troubleshooting Ethernet and 802.11 wireless networks. He has also learned IBM VSA server architecture utili zing VM war and Linux and UNIX command line operati ons.

Sincerely,

John Tel,le ,

Letter of Recommendation #2 for Applicant

08/26/2015

To Whom It May Concern:

and I have been requested to provide a letter of recommendation for
--1 have had the pleasure of working with or approximately 5 years
as we are colleagues at the During this time I have worked closely with him on
a daily **basis** as we coordinate to ensure that the needs of our customers are met. I have found
to be very customer focused in his approach to his work as he strives to provide both timely and
high quality results. He is able to quickly prioritize multiple demands for his
time and attention and clearly communicate with the customers in order to manage
expectations on an ongoing basis. Technically, quite versed in the requirements
for his job and is able to problem solve and trouble shoot issues quickly and accurately.

In addition to professional skills and technical abilities, I have found it to be
pleasant to w ver the years. He is a good team player and works well with other
team members to capitalize on strengths within in the team to leverage these for the best
possible outcomes. He is open to constructive feedback and also provides valuable input for
improvements for overall improvements of the team.

Based upon both my personal and professional experience with.. ,itmy pleasure to
recommend him for consideration as an employee of your company. I truly believe he will
prove to be a valuable asset to your team as he has been for ours over the years. If I can be of
any additional assistance in your consideration of_____1ill, please feel free to contact me
redactevia email at Sincerely,

Prior University Degree Transcript

No image of the transcript was made available.