Alan Cheng

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Professional Summary

Cisco CCNA-certified IT professional with hands-on experience in network configuration, system troubleshooting, and client-focused technical support. Operates a personal home lab with 3 Cisco routers, 3 switches, and a wireless access point to simulate real-world environments. Skilled in Active Directory, Windows/Linux systems, and hardware diagnostics. Eager to contribute practical, lab-tested skills in a fast-paced IT Field Engineer role with a focus on onsite support, network performance, and system reliability.

WORK EXPERIENCE

Saint Paul College • **Saint Paul, MN** • **05/2024 - Present**

Network Technician (Student)

- Configured VLANs, trunk ports, and inter-VLAN routing on Cisco switches and routers in lab environments.
- Utilized Wireshark and SNMP tools to troubleshoot simulated network issues and performance bottlenecks.
- Implemented security measures such as DHCP snooping, port security, and ACLs in virtual labs.
- Gained hands-on experience with Layer 2/Layer 3 troubleshooting and network topology design.

Moua Auto Repair • **08/2023 - Present**

IT Helpdesk Technician

- Provided Tier 1 technical support for staff computers, POS systems, and network equipment.
- Performed basic network maintenance: IP address configurations, router resets, printer installations.
- Diagnosed and resolved hardware/software issues, reducing downtime and improving workflow efficiency.

Target • **Saint Paul, MN** • **03/2021 - 03/2023**

Tech Consultant • **Part-time**

- Advised customers on consumer electronics, computer peripherals, and basic tech support needs.
- Assisted in troubleshooting basic device issues, product setup, and mobile activations.
- Provided excellent customer service to over 100+ customers daily in a fast-paced retail environment.
- Developed strong communication, teamwork, and problem-solving skills under high-pressure conditions.

PROJECTS

Home Cisco Lab Projects • 03/2025 - 04/2025

- Designed and configured multi-area OSPF, VLAN trunking, and EtherChannel topologies using real Cisco routers and switches.
- Implemented ACLs, NAT, DHCP, and Spanning Tree Protocol (STP) across a physical lab environment (3 routers, 3 switches, 1 access point).
- Simulated VPN tunnels, Syslog servers, and SNMP network monitoring for centralized management and alerting.
- Performed advanced troubleshooting using Cisco CLI, debug commands, and show output analysis for network performance and reliability.
- Reinforced CCNA/CCNP concepts through self-guided labs, focusing on network design, security, and fault isolation.

CERTIFICATIONS

CCST - Cybersecurity • 12/2025 - Present

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Microsoft Certified: Azure Administrator Associate (In Progress) • 04/2025 - Present

Network Administration Certificate • 12/2024 - Present

Saint Paul College

CCST - Networking • 05/2024 - Present

Cisco

CCNA - Cisco Certified Network Associate • 02/2025 - 02/2028

Cisco

EDUCATION

Associate of Applied Science (AAS) in Computer Network Engineering

Saint Paul College • Saint Paul, MN • 08/2023 - 12/2025

Certificate Program in Computer Network Engineering (AAS)

Saint Paul College • Saint Paul, MN • 08/2023 - 12/2024