

Talented and dedicated professional with experience in fast-paced, deadline-oriented IT environment is seeking career opportunities in Network Engineering.

SIGNIFICANT SKILLS

- Cisco Certified Network Associate.
- Ability to install, configure, and troubleshoot LAN, WLAN, and WAN networks
- Effective problem analyzing techniques, combined with responsive / customer focused troubleshooting skills.
- Extensive hardware experience: staging, configuring, and installing a variety of network equipment.
- Capable to work in unpredictable, fast paced environments with minimum supervision and multitask effectively to meet deadlines.
- Ability to effectively communicate technical solutions and options to audiences of widely varying skills.
- Management and interpersonal skills working with vendors to diagnose and resolve technical issues.

EDUCATION/CERTIFICATIONS

- Associates of Applied Science: Computer Information Systems - West Georgia Technical College
- Cisco Certified Network Associate (CCNA) - Current
- CompTIA Network+ Certified

PROFESSIONAL EXPERIENCE

Nov 2011 - PRESENT

Tier II

Serve as the main point of contact for field engineers handling all troubleshooting issues related to network hardware or configuration. Responsible for SLA escalations made through an email ticketing system and call center software. Teamed with other analysts and engineers to develop problem isolation and solution creation plans to uncover the root cause and accompanied fixes.

- Promoted to Tier II after 6 months at organization.
- Worked closely with Provisioning, Engineering, and Field Engineers to insure accuracy of documentation and processes completed while onsite. Provided tier 3 (Engineering) support during special hardware upgrade projects.
- Suggested the implementation of business practices that improved field engineer productivity and subsequently reduced the down-time of critical systems and field engineer dispatch calls.

Nov 2010 – Nov 2011

Quality Assurance Auditor

Created, developed, and sustained departmental quality assurance processes in accordance with customer standards. Promptly handled hourly audits, batch paperwork, and maintained inventory databases at a high volume distribution center.

- Teamed with other departments to improve lean manufacturing processes. Voluntarily preformed additional duties as a safety coordinator and first responder.

May 2010 – Nov 2010

Low-Voltage Contractor

Provide installation and repair services of burglar / fire alarms, access control systems, and IP surveillance cameras, and cabling systems in commercial settings for state and federal government clients.

- Performed structured cable implementations for 500+clients (CAT 5e/ 6 and multi-mode fiber), and installed network related systems.

Feb 2007 – Mar 2010

Certified Alarm Technician

Install, program, and repair burglar / fire alarms, access control systems, CCTV, and related wiring / equipment. Ensure that systems met relevant codes and tested successfully.

Independently trained and supported customers and other end-users on correct system operation.

- Collaborated with small team to complete several large commercial low-voltage projects.

AWARDS / ACHIEVEMENTS

- Eagle Scout, Boy Scouts of America
- Staffer of the Month (Dec 2012) – [REDACTED]
- Top Performer Award (Jan 2013) – [REDACTED]
- NBFAA NTS Level 1/ 2 - Advanced Alarm Technician

TECHNICAL SKILLS

Operating Systems Windows2K8 Server/XP/7/8, Linux, Apple OSx, Cisco IOS.

Applications MS Office Suite, MS Visio, VMware, AirMagnet- Fluke, Adobe Photoshop, Wireshark.

Protocols and Network Utilities TCP/IP Suite, IPv4 sub-netting, IPv6, EIGRP, RIP/v2, OSPF, Access Lists, VPNs, Telnet, ICMP, VLANs, Spanning-Tree.

Hardware PC and server hardware, Cisco routers (1800, 1900, 2600, and 2900 series), Cisco switches (2900, 3500 series) Cisco WLAN controllers, Cisco ASA Firewalls, Fortinet firewalls, Adtran Total Access routers. Ethernet cabling: CAT5/6, fiber-optic cabling. Factory training in Ademco, FireLite, GE Caddix, and Silent Knight Alarm Systems.