

XXXXX

XXX-XXX-XXXX | XXXXX@gmail.com

Associate Enterprise Monitoring Analyst

Professional Summary

IT professional with over five years experience in both military and corporate network operations environments and an active DOD clearance. Possesses excellent time management skills in high pressure situations and the ability to adapt and learn quickly in the dynamic workplace. Seeking a challenging opportunity to use and grow my skills for the success of the organization.

Experience

Company 1

July 2014 – Present

Associate Enterprise Monitoring Analyst/Computer Ops Intern

Create, document, and assign incident tickets to Tier 2 support teams involving issues with the corporate network, mainframe, and client server applications. Provide monitoring services for 6 businesses, international sites, and 800 remote field offices. Facilitate physical security tasks and activities associated with the corporate data center, allowing access to Company 1 technical support teams and vendors.

- ✓ Handle daily tape operations for mainframe and distributed systems by preparing media for offsite storage and receiving media for local system use.
- ✓ Perform after hours network support using basic troubleshooting procedures, ping and traceroute, and initiating trouble tickets with service providers to escalate issues and determine reasons for outages.

United States Naval Reserve Force

May 2014 – Present

Information Systems Technician

Participate in monthly readiness training and perform basic administrative duties.

Company 2

March 2014 - July 2014

Physical Merchandiser

Supported the design and display of showroom merchandise. Responsible for the zone placement accuracy, end of year, and show room inventories. Executed the accurate receiving and transferring of bi-weekly merchandise deliveries.

United States Navy

September 2008 – September 2013

Information Systems Technician

Supervised a team of 8 sailors and was accountable for all enterprise communications onboard the USS Abraham Lincoln, to include monitoring and troubleshooting of radio frequency communications circuits, video teleconferencing, voice over IP services, and IP data links.

- ✓ Administered the local Comsec account and was responsible for the inventory and operation of over 250 pieces of cryptographic material.
- ✓ Configured Cisco routers and managed WAN links to provide internet connectivity for 2500 users.
- ✓ Implemented access control lists to allow network connectivity for off ship email servers and voice over IP services.

Education

Western Governors University

September 2017 (expected)

Bachelor of Science — Information Technology

Certifications

CompTIA

- ✓ Network+