

First Name Last Name
555-555-555 | email@example.com

Summary:

Experienced IT professional with networking and electronic equipment repair/installation experience. I have 7 years experience in the troubleshooting, certifying, and installing electronic equipment systems while in the US Navy. More recently worked as a Network Operations Technician assisting in the campus-wide network upgrade by upgrading layer-2 switches with new ones, installing and replacing Aruba wireless access points, as well as rewiring IDFs with new patch cables. Provided Tier 2 technical support when it came to resolving tickets relating to end-user network connectivity issues.

Professional Experience:

University of _____

May 2013 – August 2014

Network Operations Technician I

Assisted with the campus-wide VOIP and wireless upgrade by configuring and installing layer 2 switches, terminating and testing network cables, and installing AP-135 wireless access points. Provided Tier-2 trouble ticket support by responding to and resolving a variety of end-user network connectivity issues. Unpacked and checked equipment in/out of inventory as needed.

- Responded to 88 trouble tickets relating to but not limited to failed cabling/punch downs, failed/misconfigured layer two switches and rogue routers. Responded to 59 of these tickets as either the lead technician or alone with a successful ticket closure rate of 89%. This ensured continuing end-user access to network resources and allowed them to perform their job duties.
- Worked in over 70 buildings on a 320-acred campus while performing duties of resolving trouble tickets, installing and replacing layer 2 switches and wireless access points, and recabling IDFs and patch panels due to network upgrades. These efforts led to a timely implementation of the network upgrade plan and resulted in increased network performance for the end user.
- Unpacked, inventoried, and configured hundreds of layer 2 access switches to include the HP ProCurve 2520G-24-PoE and Cisco 2960-S switch models in preparation for their deployment as part of the campus-wide network upgrade. This ensured that all IT assets could be properly tracked and accounted for throughout their life cycle.
- Unpacked, inventoried, provisioned, and installed hundreds of Aruba AP-135 wireless access points in accordance with engineering network diagrams. This resulted in a timely deployment of wireless access points for the campus-wide wireless upgrade which increased wireless network performance and availability around campus.
- Made and installed hundreds of network cables as a part of the campus-wide network upgrade and also certified them with a Fluke DTX-1800 cable analyzer. These efforts ensured smooth network operations in the future by making sure all cables were compliant to applicable cabling standards.
- Assembled and installed wallmount brackets for networking equipment in equipment closets/rooms.
- Knowledgeable in the tracing of data jacks with the use of analog tone generators and network assistants such as the Fluke Etherscope Series 2 Network Assistant. This knowledge helped provide prompt and timely data jack activations/deactivations by ensuring correct data jack was being activated/deactivated.

US Navy

Installation Team Leader

July 2004 – August 2012

8 years experience in the installation, certification, repair and removal of electronic equipment systems while on active duty in the US Navy. Three of those years were spent as an Installation Team Leader, leading 3 and 4-man teams in the installation and removal of electronic equipment systems. 7 years troubleshooting and installing electronic equipment according to applicable engineering diagrams and designs. 3 years spent as a team leader leading 4-man electronic equipment installation teams.

- Led 9 personnel in the installation and certification of six electronic equipment suites consisting of 246 pieces of equipment valued at \$29.5M onboard three US Navy combatants
- Led 11 personnel in the installation and certification of electronic equipment suites on three combatants. Activities encompassed 363 pieces of equipment valued at \$34.2M and 13 racks installed in accordance with strict engineering requirements.
- Led 9 personnel in the installation and certification of electronic equipment suits on three combatants. Activities encompassed 7,300 feet of cable 363 items of equipment valued at \$32.4m installed in accordance within strict engineering requirements.
- Provided 246 hours of on the job training to junior technicians relating to Job Qualification Requirements(JQRs), 60 hours of installation team Leader JQR training to prospective installation team leaders, and 240 hours of training related to equipment installation procedures and junior maintenance JQRs to junior technicians, Qualified six personnel in machine shop equipment operations.

Education:

University of _____

BBA Entrepreneurship/International Business, BA Spanish

City, State

Current GPA: 3.88 on 4.00 scale

Anticipated Graduation Date: July 2015

July 2015(Expected)

University of _____

National Student Exchange

City, State

Fall 2014 - Spring 2015

Certifications:

- Cisco Certified Network Associate (CCNA) Routing and Switching certified.
- Network+ certified.