

JOSEPH ARCHER

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👤 5949 Malzahn Dr, Shelby Twp, MI 48316

PROFESSIONAL SUMMARY

Information-driven Network Engineer with expertise deploying and maintaining LAN and WAN infrastructure. Dedicated technologist with over 6 years of system repair and troubleshooting experience. Offering exemplary planning, project management and communication talents.

SOFTWARE

- Microsoft Office Suite
- E2 Shop System ERP
- Infor CRM
- Connectwise CRM
- Adobe Acrobat
- Five9

SKILLS

- Knowledge of all Windows based operating systems
- Microsoft Office & Office 365 Expertise
- TCP/IP

EXPERIENCE

NETWORK ENGINEER

Bold Technologies

Troy, MI

August 2018 - Current

- Oversee network upgrade and expansion projects, including installing equipment and verifying the successful integration of new components.
- Planned for the expected network capacity, setting up the needed infrastructure and access protocols.
- Research, test and integrate new hardware and software solutions to meet the network's requirements.
- Update network applications to close security loopholes and improve the performance for users.
- Assess the need for network updates and reconfigurations and implemented strategies to meet demands.
- Responded promptly to out-of-hours emergencies to manage failures affecting critical business systems.

PROGRAM MANAGER

Accu-rite Industries Inc

Shelby Twp, MI

October 2017 - August 2018

- Developed standard operating procedure and workflow for company-wide ERP system usage.
- Managed quality assurance program including on site evaluations, internal audits and customer surveys.
- Managed project elements for multiple initiatives from initial planning to project rollouts.

CRM ADMINISTRATOR

Auto Credit Express

Auburn Hills, MI

October 2013 - August 2017

- Collaborated with sales team members to stay current on inventory levels, complete accurate orders and resolve item issues.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Configured hardware, devices and software to set up work stations for employees.
- Overlooked and maintained call center technical operations through the use of professional software.



- Hosted Exchange
- Cloud infrastructure knowledge
- Network development and administration
- Hardware knowledge
- Program installations

REFERENCES

Available Upon Request

CERTIFICATIONS

Microsoft Technology Associate: Windows Operation System Fundamentals

EDUCATION

BACHELOR OF SCIENCE: INFORMATION TECHNOLOGY

Oakland University
Auburn Hills, MI

ASSOCIATE OF SCIENCE: INFORMATION TECHNOLOGY

Oakland Community College
Auburn Hills, MI

- Minor in film.