

Tishab Smith

Las Vegas, NV 89115

tishabsmith@gmail.com

(813) 898-9889

Telecommunications and Network Technician and Army Veteran leveraging 7 years of experience troubleshooting and developing network security to meet organizational standards. Proven ability to analyze and resolve IT issues in a timely manner while delivering exceptional customer service. Adept at network installs, configurations, troubleshooting, maintenance, and upgrades. Able to collaborate and coordinate with vendors for issue resolution, implementation, design, and analysis. Proficient with developing and conducting field trainings. Proven ability to combine vision, ingenuity, and strong business acumen with well-developed project management and leadership qualities to support organizational effectiveness, reach, and overall expansion.

- Cyber Security ● Network Configuration ● Diagnostics
- Hardware Software ● Troubleshooting ● Microsoft Office Suite
- Customer Relations
- Virtual Support
- Operating Systems

Authorized to work in the US for any employer

Work Experience

Network Technician - SATCOM/Telecommunications

United States Army

July 2013 to January 2020

Managed a team of technicians tasked with supporting global satellite services; administered technical support to over 2,000 users

- Accounted for and provided voice and data over 3 different networks on 200 computer systems
- Answered user inquiries regarding software and hardware operations; provided troubleshooting solutions to customers to resolve issues
- Set-up equipment for employee use; ensured proper installation of cables, systems, or appropriate software
- Developed training materials and procedures and trained users in the proper use of operating systems
- Maintained records of daily data communication transactions, problems and remedial actions taken, or installation activities

STT Operator Company Administrator

- Traveled to customer sites to perform field activities associated with installing, maintaining, integrating, upgrading, troubleshooting, testing and servicing large groupings of fielded systems
- Diagnosed and repaired mechanical equipment, hardware, software, and systems failures using established procedures; submitted reports on system reliability metrics to technical/regional support centers

- Conducted site and equipment inspections; performed preventative and corrective maintenance including service packs, patches, hot-fixes, and security configurations to ensure continued equipment functionality
- Collaborated with customer leadership on the planning and implementation of system customization to meeting specific mission requirements
- Conducted technical seminars and training classes for unit personnel, informal on the job training for other field service members, and over-the-shoulder and refresher training to users in the field; ensured compliance with pre-existing training curriculum

SPECIALIZED TRAINING

Satellite Communications Operator & Maintainer

United States Army

2014 to 2014

IT Networking and Cisco Routing

Satellite Transportable Terminal Operator

Digital Training Management Systems

Education

High school diploma in N/A

Bruton High School - Williamsburg, VA

August 2012 to June 2013

Skills

- Active Directory
- Computer Networking
- Cisco Routers
- Cybersecurity
- LAN
- Network Firewalls
- Network Security
- Network Support
- Satellite communications
- Troubleshooting
- Problem Resolution
- Operating Systems
- Microsoft Windows
- Cabling
- VPN
- Information Security
- Help desk

- Computer hardware
- Technical support
- Network administration
- IT support