

William Mac

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RELEVANT EXPERIENCE

Network Administrator, Network-Zen (Apr 2021 – Present)

- Conducted active and passive wireless surveys to assist in the design of wireless architecture of warehouses and offices; utilizing Ekahau.
- Monitored and proactively resolved wired and wireless network issues and anomalies within commercial and industrial environments.
- Built, designed, and troubleshoot networks for commercial and residential clients.
- Fulfilled help-desk level tickets for client issues within the MSP department.
- Cabled and installed security cameras, access points, racks, and network devices.

Field Technician III, *Spectrum* (Nov 2017 – Nov 2020)

- Diagnosed and solved WiFi and copper cable issues that large homes in the area tend to have. Troubleshoot existing light and independent AP's.
- Wired coaxial, UTP, Cat5 & 6, from telephone pole to within the home.

SUPPORTING EXPERIENCE

Assistant Manager, *Gen Korean BBQ* (Sep 2016 – Oct 2017)

- Responsible for scheduling, back of house training, inventory, and reporting.

Inventory Specialist, *Best Buy* (Feb 2016 – Sep 2016)

- Maintained and organized merchandise in the warehouse and sales floor.

Operations Specialist Third Class, *United States Navy* (Aug 2011 – Jan 2016)

- Gathered, processed, evaluated, and rapidly disseminated combat information in a maritime environment; utilizing computer consoles, radios and analog backups.

TRANSFERRABLE SKILLS

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|--------------------|---------------|---------------------------|
| • Windows Platform | • TCP/IP | • ConnectWise |
| • Network Design | • LAN/WAN | • Telecommunications |
| • Hand Tools | • Wireless | • Industrial Environments |
| • Extreme Networks | • Low Voltage | • Cable Management |
| • Troubleshooting | • Sophos | • Fleet Driving |
| • Customer Service | • Cisco | • Virtualization |

CERTIFICATIONS

CCNP, Cisco Certified Network Professional (Expected July 2022)