WJ

Walter Johnson

Professional Summary

Multitasking Network Technician with a background in system upgrades and hardware repair/maintenance. A determined employee with over 4 years of network component installation experience.

Work History

West Dermatology - IT Field Technician
Henderson, NV
02/2020 - Current

- Calibrated new and existing equipment for optimal performance.
- Enacted successful repairs by applying technical skills and operations knowledge.
- Performed troubleshooting and diagnostics of malfunctioning equipment, machinery, tools and components.
- Discovered and resolved issues that affected project outcomes.
- Configured and installed wireless controllers, routers and switches.
- Completed remote repairs involving software solutions and hardware repairs.
- Patched software and installed new versions to eliminate security problems and protect data.
- Developed and tested new product offerings prior to release to assist development team in bug identification.

Sage Communications - Network Specialist II (Office Lead)
Las Vegas, NV
05/2019 - 02/2020

- Handled numerous network cutovers involving data backups, staging of new equipment, IP scans, rollback plans and the actual installation/configuring of network equipment.
- Removed and replaced malfunctioning components to correct hardware problems
- Oversaw full conversion from Sonicwall to Fortigate firewalls and routers
- Used Connectwise ticketing systems to manage and process support actions and requests
- Collaborated with vendors to locate replacement components and resolve advanced problems

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Skills

- Cisco switching and routing
- Using a variety of diagnostic tools including Packet Tracer, Wireshark and IPscanner
- IBGP & eBGP configure, monitor and troubleshoot
- Network design and implementation
- MDF and IDF setups and configurations
- Installations and migrations
- Proficient with Sonicwall and Fortigate routers
- Excellent problem-solving abilities
- Network maintenance
- Skilled in Visio
- Cutovers and migrations
- Hardware upgrades
- Microsoft 365 Security Administration
- Proficient in Azure AD management

Education

1998
Carson High School
Carson City, NV
High School Diploma

Expected in 06/2022
Full Sail University
Winter Park, FL
Bachelor of Science: Information

- Monitored operational and security procedures for numerous computers in network, related systems administration and maintenance protocols
- Worked with outside vendors for fiber installations and service
- Troubleshot hardware and software to determine and rectify network problems
- Traveled to remote office locations to install nodes and data racks
- Led meetings with departmental managers to review project status, propose changes and draft action plans.

TeleNetwork Partners LTD - **Junior Network Administrator**
San Marcos, TX
12/2016 - 05/2019

- Trained junior members of IT team regarding network security and troubleshooting of data circuits
- Performed multiple cutover migrations for Exchange servers, Cloud 365 and hybrid networks
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access
- Configured internal and external routing protocols
- Using BGP established adjacency's with multiple AS's and checked configurations for possible errors
- Diagnosed and resolved technical software and hardware issues by evaluating and analyzing symptoms
- Enhanced training programs to strengthen employee knowledge and promote new managers from within.

Catholic Charities Of Southern Nevada - **Courier**
Las Vegas, NV
08/2013 - 12/2016

- Greeted all customers with a pleasant attitude to help build lasting relationships
- Followed safe driving practices to avoid accidents and harm
- Developed a keen sense of the most efficient routes to avoid traffic and construction on local roads
- Answered customer questions regarding shipments and provided updates on package arrival
- Checked the truck prior to delivery to ensure that all packages were on board and stored correctly

Technology

Certifications

CCNA
Routing & Switching