**Jalisa Mizell**

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•PERSONAL PROFILE•\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A self-motivated Network Operator and U.S. Military Veteran with years of experience who is looking to provide added value by contributing both military and civilian education and experience to the role of an IT Network Administrator. A dedicated professional with a history of exceptional performance and the proven ability to offer top-quality technical solutions.

•SKILLS SUMMARY•\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Network Security | Active Directory | Leadership & Training |
| Cisco CLI | **Cisco Call Manager** | **TCP/IP** |
| Network Troubleshooting | **Customer Service** | **Attention to Detail** |
| Network Repairs | **Desktop Support** | **Time Management** |
| Network Monitoring | **Network Configuration** | **Effective Communication** |

•EDUCATION•\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**United States Army**

* Basic Training, completion July 2015
* Advanced Individual Training: Multichannel Trans SYS OPER-Maintainer, completion December 2015

•PROFESSIONAL HISTORY•\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**United States Army, Fort Lewis, Washington**

***Nodal Network Systems Operator-Maintainer***  December 2018-Present

* Supervise, install, operate and perform field level maintenance on IP based high speed electronic nodal systems providing 95% reachability to integrated network control centers, network management facilities, associated multiplexing and transit cased subscriber interface equipment; communications security (COMSEC) devices; and other equipment associated with network nodal operations.
* Perform network management functions in support of maintaining, troubleshooting and reengineering of nodal assets as needed in support of operational requirements.
* Troubleshoot in a multi-user high availability environment, networking concepts such as DNS, DHCP, SSL, OSI Model, and TCP/IP.
* Lead team of IT Support Specialist in providing network capabilities as part of previous organization IT backbone.
* Managed personnel, network and transmissions equipment, rapid setup/teardown of network infrastructure, etc.
* Achieved maximum uptime through talent management, network monitoring, network security, troubleshooting, etc.
* Completed task in a group effort, incorporated training, and through knowledge and experience.

**United States Army, Grafenwöhr, Germany**

***Information Technology Specialist***  January 2016-December 2018

* Installed, operated, and maintained computer systems and local area networks.
* Performed system administration and maintained computers and servers within the computing environment and the network environment.
* Configured and maintained network equipment within the LAN. Installed, operated, and maintained commercial off the shelf equipment (i.e. routers, switches, desktop and laptop computers).
* Identified ineffective maintenance logs.
* Implemented and outlined proper maintenance procedures in accordance with manufacturer specifications and technical manuals.
* Created a more aware and knowledge team and maintenance log standard.

**United States Army, Fort Gordon, Georgia**

**Multichannel Transmission Systems Operator-Maintainer** July 2015-December 2015

* Set up and maintained communications with satellite using antenna terminal.
* Troubleshooted technical issues and fix any equipment if needed.
* Received and addressed all network connectivity issues, to include: laptops, printers, scanners, routers/switches, etc.
* Diligently worked on all issues in a timely manner.
* Maximized customer satisfaction and network uptime time.