**Bryan Burgos**

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**QUALIFICATIONS**

* Analytical & problem solving skills to identify and resolve matters
* IT Experience: Cisco IOS, Cisco Switches/Nexus 7k & 5k, Juniper Switches, NCM (to SSH into Network Switches).
* Troubleshoot network connectivity issues. General Desktop support including: Install and Troubleshoot IT Hardware/Software, Win7/8/10. Remedy ticketing system, Spectrum Enterprise (Monitor Network Equipment)
* To pursue CCNA Routing & Switching Certification

**WORK EXPERIENCE**

**Audio Images** 2017 - present

**Network Technician** Tustin, CA

* Configure and install network equipment on site (Netgear and Netgate Router and Switches)
* Provide technical expertise to residential customers and business clients
* Monitor all network equipment using Ihiji Invision
* Configure Ruckus Wireless Access Points with Unleashed/Zone Director

**Jet Propulsion Laboratory / Mori Associates**  2009 - 2017

**Network Technician / Telecommunication Technician** Pasadena, CA

* Layer 1-3 Troubleshooting of network related incidents
* Network Port/Drop configuration, activations & deactivations, for JPL Network & Mission Network
* Data Center Network Drop Activations on Cisco Nexus (LACP bundling of uplinks)
* Run Fiber Optic Single Mode and Multi-Mode cabling in Data Center
* Provide ongoing maintenance and replacement of Cisco Network Switches and Juniper switches
* Independently manage weekend power work, to ensure network devices are fully operational after maintenance is complete
* Provide extensive IT support for JPL Open House, JPL IT Expo and JPL Summer Intern Program
* Update network device information in NetUI Database (CMDB)
* Collaborate with Network Administrators to test network equipment, software upgrades and implementation of product rollouts
* Provide support for Cisco Wireless Access Points by configuration and installation
* Liebert UPS configuration, installation and support (GXT1000 & GXT10000)
* Installation of TSG Secured Phones in Sensitive Compartmented Information Facility (SCIF) Buildings
* Delivery, installation & troubleshooting of VoIP phones, Centrex phones and VoIP Conference Units
* Maintain accurate inventory of VoIP Phones and Conference Units
* Support over 7,000 employees at JPL

**Blue Shield of California** 2008 – 2009

**Customer Service Representative** Woodland Hills, CA

* Provided world class customer service experience for Blue Shield Members
* Addressed customer service inquiries regarding health plans in a timely and accurate fashion
* Verified information in the management system was up-to-date and accurate
* Provided accurate and pertinent information in response to customer inquiries
* Expanded and maintained customer loyalty by placing follow-up calls for customers who reported product issues
* Assisted health care providers with claim information for payment transactions

**Saitech Inc.** 2006-2007

**Telecommunication Technician** Pasadena, CA

* Troubleshoot cell phone issues
* Verified and maintained employee clearances for Telecom and Computer Security areas via Unified Charging System (UCS), Remedy and New Business Systems (NBS) Web Termination Tool applications
* Actively participated in bi-weekly team meetings to discuss quarterly goals

**EDUCATION**

**Bachelors of Science Degree - Criminal Justice and Administration** 2006 - 2008

**University of Phoenix** Pasadena, CA