**Tishomi Ford**

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# Experience

**Noc Technician –** Providence St. Joseph Health*, Las Vegas, NV*

Demonstrate knowledge of best practice network and server operations

## 12/2013 – 01/2021

Determine when common events/anomalies occur multiple applications and/or infrastructure components and alert shift manager

Gathering of data to support complex incident classification and performing the necessary analysis to correctly ascertain client impact

Logs, accurately tracks and documents all work within ticketing system, Customer relationship management (CRM) Monitor Core IP Network and associated network elements including ATM, Softswitch, hosted and managed services Perform daily fault and performance analysis using a variety of monitoring tools to discover network impairments Perform handover functions to incoming shift team members/management

Manage 24/7 shift-coverage network surveillance or basic triage based on fundamental technical concepts Complete daily fault and performance analysis using a variety of monitoring tools to discover network impairments Provide administrative bridge management and oversight during network events/outages

**Senior Computer Operator –** Quest Diagnostics*, Las Vegas, NV*

Broad knowledge of networking and networking applications

Coordinates and performs operation and/or maintenance activities for networks and servers

## 05/2002 – 12/2013

Create and document new methods supporting network/system operations and implement changes to procedures (when necessary)

Develop, revise, and maintain technical and operational documentation (including procedures) to continually improve our computing environments

Perform and assist with technical investigations of security violations involving customer IT systems Information Work closely with service managers to design and develop SCOM reports, views, and notification channels Working knowledge of Active Directory and group policy management

# Skills

Basic Knowledge of NMS systems like LMS, Solarwinds, NNM etc Good Communication skills for customer communication

Proven dependability, reliable, responsible, and fulfill network obligations Ability to setup and support remote VPN users

Excellent time-management, planning and interpersonal skills

Experience and working knowledge of Microsoft Server operating systems, Microsoft Active Directory Domain Services, and Server roles such as DNS and DHCP

Able to work independently and autonomously

Demonstrated critical thinking/problem solving skills and an ability to creatively solve complex issues Facilitates preparation and distribution of end user technologies, including computers and telecom equipment Ability to manage multiple tasks in a timely fashion with good organization

Attentiveness to detail and the ability to work independently under pressure

# Cerifications

CompTIA A+

ITIL v3 Foundation

Microsoft Azure Fundamentals