ROBERT SMITH
Associate Senior Network Technician

Phone: (0123)-456-789 I Email: info@qwikresume.com I Website: Qwikresume.com

SUMMARY

Senior Network Technician position requires a NOC Technician who possesses an understanding of how to build, configure, and troubleshoot carrier class TDM and TCP/IP networks.

CORE COMPETENCIES

Analytics And Reporting, Business Relationship Management, Asset Management.

PROFESSIONAL EXPERIENCE

Associate Senior Network Technician
ABC Corporation - August 1994 – February 2008

Key Deliverables:
- Performs monitoring, troubleshooting, and repair of the carrier class network components in NexGen Networks network
- Oversees the maintenance of assigned systems within operational parameters
- Diagnoses, troubleshoots, and corrects network faults as reported by NMS events, logs, and/or customer reports
- Initiates troubleshooting and corrective actions upon receipt of network events, logs and customer reports
- Serves as the primary point of contact for all customer troubles inquiries
- Properly escalates and communicates tickets to engineering and operations groups as required in SLA agreements
- Opens TAC cases and trouble tickets with partner carriers and vendors

Senior Network Technician
Delta Corporation - 1991 – 1994

Key Deliverables:
- Managed Fidelitys worldwide TCP/IP, SNA, and IXP Network on a 24/7 on call basis, and upgraded hardware and software.
- Worked in NOC and Performed first line troubleshooting of alarms on the WAN Managed the performance of Frame Relay, IDNX, STM, FEPs and Mainframes, .
- Designed cabling and fiber infrastructure for computer room layout. Implemented set standards for connectivity of networks. Installed, repaired, .
- Team leader for the PC software support team which provide 24x7 support for AOLs customers and internal users.
- Was also responsible for ensuring my team and others had access to the resources needed to provide the answers to customers in the most efficient way.
- Ensured there was proper phone coverage for the multiple Microsoft based products we supported.

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- Responsible for inventory tracking and life cycle assessment of all network hardware and software assets Assisted with the evaluation, recommendation,.

EDUCATION

Bachelor of Business Administration in Management Information Systems - (University of Houston - Houston, TX)