

ROBERT SMITH

Jr. Senior Network Technician

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

SUMMARY

Seasoned network professional seeks to re-enter the workforce after brief parenting hiatus. Competencies include: Excellent verbal and written communication with management, peers, & customers; strong work ethic; detail-orientated; developing & maintaining long-term professional relationships.

CORE COMPETENCIES

Windows Operating Systems, LAN/WAN Networking, Hardware/Software, Domain Networks.

PROFESSIONAL EXPERIENCE

Jr. Senior Network Technician

ABC Corporation - July 1999 – January 2004

Key Deliverables:

- Provided Tier II support for DNS, BGP, DIA, and VPN issues.
- Assigned to be part of a small team that provided specialized support for the Qwest IP NOC in the areas of DNS, BGP, and firewall configuration.
- Obtained working knowledge of, and routinely made configuration changes to, Cisco, Nortel Shasta, Red Back, and Juniper edge devices.
- Set up routing for customer, BGP, EBGp multi-hop, and static routing.
- Performed turn-up acceptance procedure for new circuits.
- Set up DNS records for new and existing customers.
- Corresponded with customers and account representatives on DNS issues.

Senior Network Technician

Delta Corporation - 1996 – 1999

Key Deliverables:

- IT Services and Implementation Engineer responsible for full deployments of Windows Server 2000, and Windows Server 2003 including Active directory .
- Responsible for the installation, configuration, administration, and maintenance of Windows Servers, as well as all disaster recovery efforts.
- Was a member of the Network Control Center (NCC) Team.
- Administered, maintained, and upgraded Cisco-based LAN and Nation-Wide WAN networks.
- Utilized Network Management System (NMS) consisting of HP Open view for UNIX, Windows, IPX, NT, Cisco Works, Cisco Secure, Concord Network Health, .
- Also wrote and maintained numerous Microsoft Access, Excel, VBA Management Databases, and customized daily and weekly Status reporting generator.
- Troubleshoot, repair and test FAA and military telecommunications/data equipment Prepare/maintain accurate records and reports to communicate .

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EDUCATION

- Bachelor's in Computer Science, Networking (Also received a Minor in Business Administration) - (Strayer University - Alexandria, VA)