

ROBERT SMITH

Asst. Senior Network Technician

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Senior-level technical position in a contractor supported government organization where extensive information technology (IT) system administration, network telecommunications, and logistics management experience are essential to sustaining mission essential functions operations.

2000 - 2004

ASST. SENIOR NETWORK TECHNICIAN - ABC CORPORATION

- Planned, installed, diagnosed, and provided maintenance of all GIG LAN/WAN equipment.
- Provided 24/7 on site/phone support for remote customers.
- Monitored and managed all protocol traffic including RIP, OSPF, TCP/IP, DNS, WINS, DHCP, SMTP, SNMP, VLANs, SSL, and VPN devices.
- Submitted monthly reports to include auditing and IDS detections.
- Installed, maintained and modified computer programs provided by the manufacturer to work in different environments.
- Installed, configured and maintained system servers and operating system software.
- Coordinated with att/sbc for managed isp support, upgraded from 56k frame relay to dual t-1 lines with failover.

2007 - 2009

SENIOR NETWORK TECHNICIAN - DELTA CORPORATION

- IT Services and Implementation Engineer responsible for full deployments of Windows Server 2000, and Windows Server 2003 including Active directory .
- Troubleshoot, repair and test FAA and military telecommunications/data equipment On cell phone duty call 24/7 while maintaining a DOT security .
- Responsible for the configuring and servicing of all T1, analog and digital circuits for high spend modems, muxs, CSU/DSUs and control units .
- Troubleshoot network issues for Data T1, Voice-Data Integrated T1, Metro-Ethernet, VPN and other specialized services across a national and .
- Technical Engineer (Customer Access Point Troubleshooting) Provided third level support for customer access points into our backbone network.
- Primarily responsible for the unsolved problems that occur between the customers network and Equants backbone infrastructure then finding the .
- Team leader for the PC software support team which provide 24x7 support for AOLs customers and internal users.

EDUCATION

Associates in Information Systems - (Community College of the Air Force)

SKILLS

Microsoft Office, ISO Auditor, Project Management.