# Len Alford IV

Experience

NOC Technician, University of Pittsburgh (OCT 2024 – PRESENT)

* Investigate network, Systems and power issues received from users, helpdesk or monitoring software
* Troubleshoot and Fix netcool agents
* Verify systems functionality after changes
* Triage issues to Cloud, Infrastructure and Network Engineers
* Support Infrastructure at Johnstown, Greensburg, Erie, and Titusville along with the main Oakland Campus

Field Technician, #1 Cochran (MAY 2024 – OCT 2024)

* Supported over 1500 users
* Helped administrate Okta SSM
* Helped mitigate a Cyberattack by educating users on best practices during event
* Conduct orientation of new users
* Administrator for dealership applications
* Automated parts of daily workflow with selenium library in python

Skills

Network Support

* Cisco 9300,3850 navigation, configuration, backup and restore
* Layer 2/3 protocols troubleshooting (STP, CDP/LLDP, Vlans)

Infrastructure Support

* working with AD, Intune
* Working with VMs, Docker and Linux
* Communicating with Vendors and end users

Certifications

CompTIA A+

Projects

CCNA Study lab with GNS3 https://github.com/HemiCudaLover21/homelab\_garage.local

docker lab at kotsuihan.com with SSO <https://kotsuihan.com/treasure/>