# Len Alford IV

Experience

NOC Technician, University of Pittsburgh

OCT 2024 - PRESENT

* Investigate network, power and systems issues that impact uptime
* Set up VLANs for clients
* Verify networks and systems functionality after changes
* Triage issues to Linux, Windows 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 mitigate a Cyberattack by educating users and ensuring compliance
* Deploy new PCs
* Conduct orientation of new users
* Manage user accounts for dealership applications

Skills

Network Support

* Cisco IOS navigation, configuration, backup and restore
* BlueCat Address Manager
* OSPF, static route troubleshooting
* DNS/DHCP

Desktop Support

* Windows 10 and 11 support and troubleshooting
* Setting up AD OUs
* Communicating with Vendors and end users

Certifications

CompTIA A+