

Network Support Specialist

ROBERT SMITH

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Objective

Bilingual Network Support possessing exceptional troubleshooting skills for networking issues, end user problems and network security.

Skills

Bilingual English/ Spanish, Full Command on Cisco IOS.

Work Experience

Network Support Specialist

ABC Corporation - June 2011 - June 2015

- Managed, configured and installed routers, core and edge switches, firewall, wireless controllers, servers, and VoIP system.
- Managed WAPs migration from Cisco to Aerohive Networks Technology.
- Managed VoIP system migration in different district locations Managed migration from one location to another.
- Managed temporary employees and provided support to 14,000+ users.
- Responded to all client requests for technical support by phone and email.
- Provided on-site, remotely, and/or phone support of LAN connectivity for all 21 locations.
- Worked with outside vendors and teams to develop voice and data wiring infrastructure.

Network Support Specialist

ABC Corporation - 2009 - 2011

- Troubleshoot and correct PC, AS400 and wireless connectivity problems.
- Provided hardware, software and network connectivity support for assigned staff at three retail locations by phone or email.
- Performed a variety of network problem analysis and monitoring tasks, responded appropriately to user problems, and triage problem to technical staff.
- Established email accounts for new users in Windows Active Directory, troubleshoot locked accounts.
- Documented/maintained electronic ticket system for Help Desk calls Tested Track-it, an electronic help desk ticketing system, for errors and functionality.
- Monitored system downtimes, and evaluated hardware/software problems.
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Education

Master of Science in Information Technology - (Virginia Polytechnic Institute and State University - Blacksburg, VA)