

Network Administrator Network Administrator Network Administrator Raleigh, NC To use my combined networking and virtualization skills in a constructive environment to better my knowledge through real world applications and solve complex problems. Work Experience Network Administrator Global Knowledge - Cary, NC June 2018 to March 2019 Daily maintenance of vCloud environment used in production. Provide solutions to clients that have hardened network environments to be able to use our labs efficiently. Monitor/Maintain volumes created by our storage solution. Proactively diagnosing/prevent infrastructure problems/solutions. Jr. Network and Support Administrator Global Knowledge - Cary, NC April 2015 to June 2018 Detect, diagnose, analyze, and resolve customer problems associated with systems of network and server hardware and application software Evaluate and install systems, new software releases, patches, and system upgrades and resolve software related problems for Unix, Linux, and Microsoft operating systems. Analyze, test, and otherwise evaluate network and server systems to eliminate problems.

Work with many types of hardware, and software, such as Cisco Routers and Switches, Juniper devices, VMware, Avaya, and Citrix Ensure that all networks and systems are functional and secure and running at acceptable performance levels. Sales Support Administrator/Database Entry TOSHIBA (TOSHIBA GLOBAL COMMERCE SOLUTIONS) - Research Triangle Park, NC January 2014 to April 2015 Respond to requests for support from internal business partners ("BP") within agreed parameter To support the Sales Team with requests, entering data from the legacy database systems to Oracle. Enter contract header data as per written instructions into ERP system Load contract inventory data per written instructions into ERP system Identify any inventory issues and communicate those issues Request special bid pricing on behalf of a business partner as required Provide contract reports and schedules Provide ad hoc reporting on inventory and customer numbers Request contract approvals as necessary (e.g., special billing circumstances, retro approvals) Quality Assurance Manager PROFESSIONAL FITNESS - Raleigh, NC January 2011 to January 2014 Earned reputation for resolving customer problems, including billing issues requiring the handling of confidential banking and credit card information. Ensuring correct data entry by representatives Overseeing production shipments, organizing contracts, and

correct entries in to billing system      Quality Assurance of phone calls and emails by reviewing recorded conversations Education Bachelor's in Cybersecurity Southern New Hampshire University Present Associate in Computer Information Systems ECPI University - Raleigh, NC July 2015 Skills Cisco (3 years), Windows, Technical Support, Windows 7, Active Directory, Customer Service Additional Information SKILLS      VMware (working towards VCP certification)      Knowledge of vCenter and vCloud Director      VM creation and deployment      Troubleshooting/Resolving issues Linux      Basic knowledge of file structures      Networking (working towards CCNA certification) Configuring Cisco routers/switches      Basic setup/troubleshooting of Juniper devices

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