

Network Administrator Network Administrator Network Administrator New Orleans, LA Work
 Experience Network Administrator Phacil - Stennis Space Center, MS March 2017 to March 2017
 Utilize solarwinds for monitoring network for faults Shift Lead during night/morning shift during
 staffing dilemma Troubleshoot LAN/WAN issues Site Outage notifications WAN/LAN,
 Configuration, and Server Reports IOS Upgrades (switches/routers) Shift Turnover Operation
 Cell Lead April 2016, Information Innovators Inc. - Stennis Space Center, MS Measure, monitor
 and work to drive down incident levels Ensure that practices and process exist and implemented
 Identify and implement improvements to the Service Desk incident logging system in order to
 provide effective and efficient customer service Ensure that the Service Desk is fully using
 appropriate knowledge management tools Responsible for ensuring day to day operation, IT
 service desk staff coverage, call levels and SLA compliance First point of support for IT service
 desk staff Initial escalation point for all user requests ITIL Problem Manager Technician
 Executes the Problem Management process tasks in recognition with global and local
 requirements. Attend bridge calls with Global and Regional government contractors. Develop
 Root Cause Analysis Reports/Present Root Cause Analysis Known Error Database Assistant
 Manager B&G FOOD ENTERPRISES - Slidell, LA March 2007 to June 2015 Worked closely with
 company executives (2) to identify new procedures to manage the organization to prepare for food
 safety inspections. Ensured all employees (7) worked on learning zone to improve quality
 products. Developed positive work ambience, trained food and service champions. Reconciled
 and reported discrepancies found in reports such as sales, labor, food cost, and currency.
 Increase in sales due to quality product and food preparation. Service Desk Technician January
 2015 to January 2015 Answer phones in timely and courteous manner Manage and respond to
 requests and issues submitted through email Follow and update Knowledge Management Articles
 Lead trainer new team members on appropriate call handling policies and procedures Operate
 within the established Service Desk Acceptable Quality Levels Handle situations that may arise
 delicately and confidently Education BACHELOR OF SCIENCE in BUSINESS ADMINISTRATION
 University of New Orleans - New Orleans, LA 2014 Leadership Retreat College of Business

Executive Council 2013 ASSOCIATE OF SCIENCE in BUSINESS ADMINISTRATION Delgado
Community College - New Orleans, LA 2012 Skills ACTIVE DIRECTORY, CISCO, REMEDY, VPN,
PRODUCT MANAGEMENT, Technical Support, Networking, Customer Service, Windows, Vmware
Additional Information Summary of Skills Strategic Planning Remapping Network Drives Conflict
resolution Cisco AnyConnect Product management Windows 7 VPN (Virtual Private Network) Time
management Service Now Remedy Ticketing System 8.1 Microsoft office Active Directory
Troubleshooting

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