

Network Administrator / Desktop Technician Network Administrator / Desktop Technician Network Administrator / Desktop Technician - Occupational Training Center of Burlington County Little Egg Harbor, NJ Authorized to work in the US for any employer Work Experience Network Administrator / Desktop Technician Occupational Training Center of Burlington County - Burlington, NJ February 2016 to Present Accountable for planning and executing new network technology functions. Maintains computing environment by identifying network requirements; installing upgrades; monitoring network performance. Key Accomplishments: Implemented and migrated all landlines to VoIP in house distributed SIP PBX. Reducing communication cost by 40% annually. The new PBX allows calls to be transferred to any of our locations and has greatly improved the organizations ability to handle a large amount of calls and provide great customer service. Upgraded enterprise-wide Wi-Fi to a centralized system that can be easily managed and monitored. This significantly improved accessibility and collaboration through the organization. Upgrade all firewall hardware enterprise-wide. Replacement hardware improved processor power, memory, I/O (input/output) speed, and bus speed. The hardware replacement also required less power, and improved system distribution and cooling. Collaborated with all departments in an enterprise-wide desktop software refresh upgrade to windows 10. Utilizing Windows Deployment Services (WDS) and Preboot Execution Environment PXE allowed for a smooth transition. Responsibilities: Network Administrator: Sets up and configures local area networks Administer all LAN/WAN-related network services Coordinate and implement network upgrades Troubleshoot and resolve LAN/WAN network problems Monitors for network traffic for bottlenecks Administer LAN/WAN security and Antivirus solutions Monitor for firewall intrusions Manage requests for Web Filter bypass Maintain changes for VPN networks Implement and update user access policies Implement approved requests for port forwarding Recommends upgrades, patches, new applications and equipment Manages network discovery and monitoring Updates network topology graphs Monitors and applies changes to DNS Monitors and applies necessary changes to DHCP and subnets Manages VoIP phones and their networks Manages camera systems and their networks Installs network cabling and wall jacks when needed Desktop Technician:

Installs software on desktop including operating system deployment and upgrades. Installs, troubleshoots, and maintains peripherals; including but not limited to mice, keyboards, monitors, and printers. Troubleshoots copier issues as needed. Decommissions old equipment and migrates data to new machines. Repairs desktop computer hardware including internal components. Provide training to end users. Resets network accounts when required. Monitor help desk for new tickets and correct issues within the help desk policy timeframe. Escalate or ask for assistance from Help Desk Analyst for advanced assigned tickets. Escalate tickets to appropriate IT staff member when necessary. Setup and maintains off-domain laptops BitLocker and RDS connections.

Communication Technician 5 Comcast - Ship Bottom, NJ March 2000 to February 2016 15+ years in the cable industry providing exceptional customer service.

Key Accomplishments & Responsibilities: Install and repair, internet, video, phone, and home security to over 1 million subscribers in the tri state area. Assisted in developing goals and procedures for daily work tasks. Developed efficient time management procedures to assist technicians complete daily workload. Excellent customer service skills with the ability to listen and instruct customers with complex issues, and advise of products and service. Efficient in finding and resolving complex problems. Including but not limited to cable installation, maintenance and repair. Assist customers with installing and maintaining, PC's, printers, and routers. Provide technical support for small to medium size business level customers with video, phone, and internet products. Support and maintain commercial customers with network and phone related issues. Lead technician to assist coworkers with troubleshooting complex issues with cabling, video, phone, internet, and home security. Lead technician for consulting and maintaining high profile customers. Works independently and willing to travel.

Education Associates Degree in Network Systems Administration DeVry University - Cherry Hill, NJ Skills PRINTERS (10+ years), CABLING (10+ years), VPN (2 years), VOIP (2 years), FIREWALL (2 years), System Administrator, Active Directory, System Admin

Certifications/Licenses MTA: Windows Operating System Fundamentals March 2016 to Present

Additional Information Key Expertise Network Design and Implementation Migrations/Upgrades Cabling Wide Variety of Technology Devices Testing/Quality Assurance IT Strategy

Development Technical Zeal Project Management Multi-Platform Networking Client &
Vendor Relationships Systems Integration & Modernization Operations Management Problem
Solving Technical Proficiencies RemoteApp / RDS VDI Hyper-V Active Directory Azure /
Office 365 Advanced Network Services Advanced File Service Untangle Firewall Network
Load Balancing HTTP Configuring Encryption and Advanced Auditing Create and secure files
shares and shared printers Create and manage Group Policy objects. Secure Windows Servers
by Using Group Policy VPN Implementing a Group Policy Infrastructure Managing User
Desktops with Group Policy Managing User and Service Accounts Maintaining Active Directory
Domain Services Implementing Network Access Protection Deploying and Maintaining Server
Images SSL Certificate Management VoIP, SIP, Secure SIP over TLS TCP, UDP, ICMP, GRE,
ESP, AH, SCTP

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