Project Lead/Senior Service Technician Project Lead/Senior Service Technician Network Analysts/Administrator Sacramento, CA Cisco and CompTIA certified networking professional with knowledge in VLAN, BGP, MPLS, DHCP, DNS, VTP, Access Control lists, and many other protocols and services. Looking to obtain a networking position with opportunity for growth. Authorized to work in the US for any employer Work Experience Project Lead/Senior Service Technician NWN Corporation - Sacramento, CA March 2018 to Present   Perform rack and stack of client infrastructure.   Update MDS, Clonezilla, and ghost servers.   Lead large infrastructure deployments for various governmental agencies.   Manage Windows deployment server.   Travel extended periods of time on customer projects.   Ensure safe treatments and removal of customer's confidential data.   Coordinate the appropriate amount of resources need to satisfy project needs. Various helpdesk tasks and documenting the problem ticket. IT Network Suport/ Project Manager Field Nation/ Freelance - Sacramento, CA January 2017 to Present   Install and configure network equipment(routers, switches, and APs)   Rack and stack network equipment.   Network cable termination and testing using cable tester   Install, upgrade, and troubleshoot point of sale and Self checkout systems   Desktop/laptop hardware builds and imaging   Identify and resolve customer's problems through research and troubleshooting techniques   Customer Support and User training data back-up and transfer PC Network Technician(Contractor) Northrop Grumman - McClellan, CA October 2017 to February 2018   Interview clients to identify special considerations and other settings   Document all issues and generate reports detailing common problems and error trends using ticketing system   Use vFire ticketing system to manage problem tickets   Meet weekly Service Level Agreement(SLA)   Use of PC tool kit and follow proper grounding procedures   Diagnose, install, configure, and repair computer systems.   Resolve technical issues for clients in person, through remote desktop, email, and on the phone..   Manage network devices using SCCM and Active Directory   Navigate through various systems while on the phone with customer   Managed incoming and outgoing assets   Collaborate with teammates to identify process improvements. Field Service Technician Lead DirecTV Inc - Sacramento, CA September 2012 to January 2015   Planned the day's routes by mapping out customers' location and contacting each customers informing them

of my E.T.A.   Established satellite connection with TV by programming each satellite receiver and calibrating satellite with highest signal possible   Explained company offerings to promote products and services to clients.   Programmed and troubleshoot devices following installation.   Repaired malfunctioning system components.   Documented each installation in company log book. Education High School Diploma Sierra Nueva High School - Sacramento, CA June 2005 Skills Admin tools(SCCM and Active Directory) (Less than 1 year), Remote Desktop Protocol (2 years), Networking TCP/UDP Protocols (2 years), Routing protocol(OSPF,RIP, AND EIGRP) (Less than 1 year), Active Directory DC (1 year), Switching(VTP, STP, ether-channels, etc.) (Less than 1 year), Network Administration (Less than 1 year), Access Control List (Less than 1 year) Certifications/Licenses CompTIA A+ May 2017 to May 2020 Active Directory User Management June 2017 to Present Professional training in Active Directory Domain Controller Cisco Certified Network Associate (CCNA) August 2019 to August 2022

Name: Laura Mccormick

Email: qlewis@example.org

Phone: 207.603.3273