Network Administrator - Level 2 Network Administrator - Level 2 Network Administrator - ALURA BUSINESS SOLUTIONS Philadelphia, PA

Work Experience

Network Administrator - Level 2
Alura Business Solutions - Plymouth Meeting, PA
October 2018 to Present

- Provide Level 2 technical support for systems and network infrastructures
- Dispatch to customer sites for equipment installations and additional onsite troubleshooting, as needed
- Administered Active Directory, DNS, DHCP, and Group Policy for multiple MS server OS versions (Windows Server 2008, 2012, 2016)
- Prepare and configure new equipment for installation including servers, workstations, switches, firewall, access points, etc.

Network Administrator - Level 1
Alura Business Solutions - Plymouth Meeting, PA
February 2017 to October 2018

- Aid customers with software and hardware problem; resolve remotely by phone
- Diagnose and troubleshoot computer and related hardware/software
- Answer support requests from 100 different customers with different hardware, software, and networking configurations

Head Technical Consultant (PC Help)
FOX COMPUTER SERVICES - Philadelphia, PA
January 2014 to February 2017

- Provide technical support to students and staff with PC issues
- Attend to staff service calls within the business school to fix any software and/or hardware issues
- Provide support for students and/or staff involving issues with printers in labs
- Repair and troubleshoot PCs, printers, and monitors

Summer Intern
MUTUAL OF AMERICA - New York, NY
June 2016 to August 2016

- Created standards documentation for team to follow while modernizing the "Hotline Plus" website used by clients and company home office
- Tested several areas of the website including Assets & Demographics, Dashboard, and Tax Basis Amount
- Led weekly meeting with business users in which issues with the website were presented and discussed
- Assisted teammates with various tasks, such as creating use case documents, to help the project run more efficiently

Education

Bachelor of Business Administration in Management Information Systems
TEMPLE UNIVERSITY, Fox School of Business - Philadelphia, PA
December 2016

Skills

Css (Less than 1 year), Html (Less than 1 year), Javascript (Less than 1 year), Php (Less than 1 year), Python (Less than 1 year), Software development (Less than 1 year), Structured software (Less than 1 year)

Certifications/Licenses

Network+
September 2018 to September 2021

CompTIA Network+ certified

Additional Information

INFORMATION TECHNOLOGY SKILLS:

Software Development: JavaScript, Python, C Web Development: HTML, CSS, PHP

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