

Network Administrator Network Administrator Network Administrator Montgomery, AL Seeking a position where my extensive experience in IT will be further developed and utilized. ABILITIES

Information Technology Experience in Combat Zone Environment Excellent written and verbal communication skills, with an eye for detail. Extremely productive in a high volume, high stress, environment. Proficient in Computer skills. Self-starter with a can do attitude Computer: Excellent working knowledge of MS office suite TECHNICAL PROFICIENCIES Java, C++, Python, HTML, PHP, Juniper, Cisco, Active directory, DEPO, Solar Winds Microsoft Word, Excel, Access, PowerPoint, Outlook Express. Microsoft Windows XP, 7, 10, & vista Microsoft Office XP Professional, Data entry, Putty, SecureCRT Authorized to work in the US for any employer Work Experience Network Administrator Vectrus - Afghanistan December 2018 to Present Creates login and email accounts using Microsoft Exchange Server and User Manager. Manages Network Services with Server Manager, Print Queue Management and CISCO VMPS administration Works within a small continuous improvement focused team. Tracks and documents work performed to allow accurate reporting of all Service Desk activities. Provides user and Microsoft Exchange account maintenance as required Proficient at hardware maintenance and troubleshooting of various vender Server platforms including Dell, HP, LTO tape library, fiber switch, and SANs Configures Microsoft Outlook and manages personal folders in all versions of Outlook Installs, configures, and maintains DOD-approved communications software on government computers and configures the network to allow proper user access Operates and maintains all aspects of server administration to include but is not limited to Microsoft 200X Active Directory, WINS, DNS, DHCP, print queues etc. Joins client computers to Microsoft Active Directory domains Junior Network Engineer Consolidated Networks - Montgomery, AL June 2017 to Present Maintained and troubleshoot a wide range of client problems in addition to repairing servers and networks. Implemented systems and software upgrades of Juniper and configuration changes for users Installed all cables, connections and cross-connects to data center network and customer Configured various Juniper devices TCP/IP networking protocol, routers, firewalls and Proxy Documented network architecture using Microsoft Visio Updated documentation to provide an

efficient transition from one employee to the next Help Desk Analyst Convergys - Montgomery, AL  
June 2013 to Present Ability to answer question about account Typing while conversing while on  
the phone with borrow Highly proficient using Microsoft office programs, Excellent keyboarding and  
verbal communication skill Telecommunications Services Taking inbound call for PayPal Help  
Desk U.S Department of Education - Montgomery, AL May 2012 to June 2013 Highly proficient  
using Microsoft office programs, Excellent keyboarding and verbal communication skill Assist  
customers having hardware, software and networking issues. Consolidated federal direct loans  
Provide helpdesk support to end-user of proprietary software Escalate service question to  
appropriate client representatives Promptly resolve customer service issues and request Customer  
Service Representative/ Collector Nco Group - Montgomery, AL October 2011 to May 2012  
Assisting customers with payment arrangement on direct tv Processing payments on customers'  
account Restoring services Answering questions that customers ask about their account  
Multitasking Processing payments on customer's advertisement account through Express Pay  
Advising customers of their obligations (when advertisement begins and ends Helping customers  
understand their bill charges Typing and conversing while on the phone Windows systems  
administrating Education Computer Information Systems Faulkner University Montgomery Skills C+  
(Less than 1 year), Data entry (Less than 1 year), Juniper (Less than 1 year), Microsoft office (5  
years), MS OFFICE (5 years), Active Directory, Customer Service, Networking, Technical Support,  
Vmware, Windows 7, Windows Certifications/Licenses CompTIA Security+, MCSA, CCNA, CASP  
Additional Information TECHNICAL PROFICIENCIES Java, C++, Python, HTML, PHP, Juniper  
Microsoft Word, Excel, Access, PowerPoint, Outlook Express. Microsoft Windows XP, 7,10, & vista  
Microsoft Office XP Professional, Data entry, Putty

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