

Jr. Network Engineer Jr. Network Engineer Jr. Network Engineer - Perspecta/USPS Knightdale, NC

Work Experience Jr. Network Engineer Perspecta/USPS - Raleigh, NC February 2019 to Present

Operating in NOC environment for US Public Sector Civilian Market ? Monitor large public-sector network consisting of 100+ Wireless Controllers, over 30,000+ Wireless Access Points and associated devices using Cisco Prime Interface & various soft wares: TACACS, RADIUS, IPAM, WLI & WIKI. ? Troubleshoot Cisco devices for proper configurations: switch/router port configurations, switch/router port trunking and VLAN configurations. Identify LWAP (Light Weight Access Point) and WGB (Work Group Bridge) related issues. ? Create and monitor incidents with ServiceNow ticketing system, provided resolution support or implemented escalation procedures to the appropriate group for resolution. ? Configure ports for VLAN traffic on Cisco Catalyst switches. ? Configure Cisco Aironet Access Points on Cisco Wireless Controller. ? Troubleshoot WEP encryption (Wired Equivalent Privacy), WPA (Wi-Fi Protocol Access) & WPA2 ? Verify ISP router configurations for VLAN traffic; ie: BGP configuration, IP helper addresses, trunking & circuit testing.

? Consistently recognize and identify complex configuration issues to resolve client's wireless connectivity. Support Engineer & Systems Analyst CompuCom/IBM/Cisco Systems - Morrisville, NC February 2018 to February 2019 On-site support of large local campus ? Troubleshooting & repair of hardware or software issues within desktops, laptops, & Mac systems. ? Troubleshooting LAN & WLAN networking issues. ? Disaster Recovery & Cloud Solutions. ? Imaging & deployment of PC & Mac Systems. ? New hire on-boarding & training orientation. ? VPN software configuration. ? Services Now (SNOW) Ticketing system. ? Assists & Inventory management. WORK OF

EXPERIENCE Systems Administrator/Field Technician Network Rescue - Boca Raton, FL April 2016 to October 2017 Utilized all previous training & experiences in the IT & customer service fields.

? Computer Systems Administrator ? Troubleshooting & repair of hardware or software issues within desktops, laptops, Macs & mobile devices - On site or via Remote Support ? Dispatched on service calls for on-site consultations, troubleshooting & repairs, installation of network infrastructures & camera system installations ? Data protection & recovery, Disaster Recovery & Cloud solution implementation ? Virus removal & system optimizations ? Printer installation &

troubleshooting of basic set up & network structures ? Desktop & Server deployment for residential & commercial customers ? Desktop & Laptop Break-Fix: Dell, Acer, AUSU, E-Machine, HP, Compaq, Lenovo, Toshiba, IBM, Fujitsu, Apple, Gateway, & Custom PC's ? Server Break-Fix: Dell Power Edge towers & racks, Dell Precision server desktop & HP ProLiant rack servers. ? Installation, disaster recovery, hardware replacement, Hyper V management, Active Directory & management, Virtualization, DHCP server, DCPROMO ? Network Administration: LAN, WAN, Routers, Switch, VLANs, Access Points, VOIP phone systems, VPNs & Firewalls ? Basic Scripting & Editing: Command Lines, Power Shell & Microsoft Visual Basic Scripting Field Technician Praetas Technologies - Palm Beach Gardens, FL December 2014 to March 2016 Provided on-site & remote support as a MSP. ? Troubleshooting & repair of hardware or software issues within desktops, laptops, Macs & mobile devices - On site or Remote Support ? Building custom PCs tailored to the needs to the client: Workstations, Gaming rigs, Servers, DVRs, & Refurbished desktops or laptops ? Desktop & Server deployment ? Desktop & Laptop Break-Fix: Dell, Acer, AUSU, E-Machine, HP, Compaq, Lenovo, Toshiba, IBM, Fujitsu, Apple, Gateway, & Custom PC's ? Data recovery on moderate working drives ? Virus removal & system optimizations ? Network Administration: LAN, WAN, Routers & Switches ? Server Break-Fix: Dell Power Edge towers & HP ProLiant towers: installation & hardware replacement

WORK OF EXPERIENCE Lead Technician Computers 4 Rent - West Palm Beach, FL December 2013 to December 2014 Key Holder - Opened and closed local work shop ? Dispatched on service calls as needed for on-site consultations, troubleshooting & repair of hardware or software issues within desktops, laptops, Macs & mobile devices, installation of network infrastructures & camera system. ? Building custom PCs tailored to the needs to the client: Workstations, Gaming rigs, Servers, DVRs, & Refurbished desktops or laptops ? Provided leadership & guidance to co-works as need ? Data recovery on moderate working drives ? Virus removal & system optimizations ? Printer installation & troubleshooting ? Basic Scripting & Editing: Command Lines Education Florida Career College - West Palm Beach, FL September 2013

Additional Information Fraud Protection Time Management Detail Oriented Policy Enforcement CPR Certified Strong Analytical skills A+ Certified Electronic Surveillance and

Detection   Employee Dishonesty   Strong Problem Solver   Internal Communications   Good  
Judgment, prioritizing   Network+ Certified   Active Listener - Articulate   Tactful - Diplomacy  
Customer Service Skills   Interpersonal Skills   Team Player   Trouble shooting   Virus Removal

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