

Network Technician Network Technician Network Technician Detail-oriented IT professional with experience in customer service and information technology Bilingual communicator with professional working fluency in verbal and written Spanish Experience with various software/hardware; Splunk, Linux, Mac OS, Microsoft Office Suite, Active Directory, Cisco CUCM, Cisco Unity, IP Phones Help desk troubleshooting experience in the following areas: PC, Networking and Access Work Experience Network Technician Vonage - Scottsdale, AZ December 2018 to March 2019 Triaged 10-20 tickets and expedited MAC request in a timely and efficient manner Log analysis for call quality, call flow, IP registration issues Identified and resolved a multitude of client network issues with SNMP tools IT Provisioning Analyst Wells Fargo - Chandler, AZ July 2017 to October 2018 Opened and validated 50-100 tickets for transfers and terminations within the department as well as sending request emails and documenting tickets in SharePoint Deprovisioned applications, shared drives, mailbox, active directory groups based on RBAC model Information Security Intern PayPal - Scottsdale, AZ January 2017 to June 2017 Built and worked dashboards to support security operations center and the security automation team Collaborated with Internal Customers to build out specified dashboards using Splunk Created front end of a vulnerability scan webpage by using HTML, CSS Education Associate's degree in Networking Technologies in Networking Technologies Gateway Community College - Phoenix, AZ August 2017 to May 2019 Certificate in Computer Information Systems Gateway Community College Skills Ccna, Networking, Cisco

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