

Network Administrator Network Administrator Tampa, FL Authorized to work in the US for any employer Work Experience Network Administrator Liyah Tech June 2018 to June 2019 Fully supporting, configuring, maintaining and upgrading corporate customer's networks and in house servers. Installing and integrating new server hardware and applications. Keeping an eye out for needed updates. Support Specialist Tech Dogs - Plano, TX March 2018 to May 2018 I would assist customer with repairing their printer via phone, or I would dispatch a technician to the site. Support Center Analyst Pomeroy - Tampa, FL August 2016 to September 2017 Provide exceptional and professional customer service to our clients Log all client contacts - calls, emails, web forms, chat sessions, or voicemails - into the appropriate service management tool Troubleshoot, diagnose and resolve application issues following standard operating procedures and using knowledge support tools Initiate and facilitate the following ITIL processes: Incident Management, Request Fulfillment, Access Management, Problem Management, and Knowledge Management As Escalation Management process describes, route tickets that cannot be resolved at the desk to appropriate assignment or resolver groups Collaborate effectively with other service desk team members Participate in ongoing training for service desk operations Work on projects or tasks assigned by leadership Team Leader EGS - Tampa, FL October 2014 to November 2015 Manage daily operations, and maintain business records of Expert Global Solutions(EGS) company. Promote services to generate new clientele, utilizing online marketing and sales techniques. Education Associate in Network Engineering Administration Southern Technical College - Tampa, FL June 2015 Skills Typing (10+ years), Budgeting (5 years), Customer Service (10+ years), Data Entry (10+ years), Documentation (10+ years), Filing (10+ years), Fax (10+ years), Public Speaking (4 years), Word (10+ years), Windows (10+ years), Extensive knowledge of network equipment, network operating systems, and networking protocols (1 year), Excellent problem solver with effective communication skills (1 year), Knowledge of program scripting and batch filing (1 year), Strong networking and interpersonal skills (1 year), Good organizational and time management skills (1 year), Technical Support (5 years), Active Directory (5 years), Servers (2 years), Networking (3 years), Risk Management (3 years), TCP/IP (3 years), Network Administration (4 years), Network

Security (4 years), Network Management (4 years), Customer Support, Help Desk, Desktop Support, Call Center, CSR, Direct Support, Apple Certifications/Licenses HDI Desktop Support Technician September 2016 to Present

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