

Network Administrator Network Administrator Network Administrator - Quality Network Solutions
Lincoln, IL Experienced IT Network Administrator seeking a position in IT infrastructure/ Network
Administration Work Experience Network Administrator Quality Network Solutions - Sullivan, IL 2017
to Present Maintain and support day-to-day operations of distributed networks across 3 school
districts consisting of approximately 3000 servers, workstations, and other network nodes ?
Experience with Remote Desktop, Team Viewer, and UltraVNC to remotely resolve computer
hardware and software problems ? Provide prompt and accurate customer service using custom
ticketing systems ? Leverage Fog computer imaging technology to deploy Windows 10
upgrade/update efforts across 12 sites ? Experience with unmanaged Cisco switches ? Install and
repair network cabling, printers, physical desktop, and laptop computer hardware ? Install,
configure, and support virtual servers and workstations, DVR Systems, and school bus video
monitoring software Field Operations Technician Goodman Networks - Bloomington, IL 2015 to
2017 Provided exceptional in-home customer service ? Installed DirecTV cable service equipment
including dish antennas, cabling, and receivers ? Leveraged problem-solving skills to diagnose and
resolve system problems ? Logged work orders accurately ensuring other technicians have correct
information Computer Network Engineer CDS Office Tech - Springfield, IL 2014 to 2015 Worked
with customers to resolve hardware and software related computer problems ? Optimized computer
network solutions for customers with varying topologies ? Worked as part of a support team using a
ticket system and operating procedures ? Supported Microsoft operating systems and office
applications ? Supported Microsoft Active Directory and Exchange servers EasyTech Associate
Staples - Springfield, IL 2014 to 2014 Provided excellent customer service on the sales floor and
Tech Desk answering questions and solutions to problems ? Addressed Problems and implement
solutions, in store and at customers' home ? Help Desk team member answering customer
questions regarding computer and home electronics technical issues Education High school or
equivalent LINCOLN LAND COMMUNITY COLLEGE 2009 to 2010 Skills Active Directory, Technical
Support, Windows, Windows 7, VMware, Customer Service, Networking

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