

Senior Network Administrator Senior Network Administrator Senior Network Administrator - National Dentex Bayport, MN Experienced Network Specialist, born and raised into IT seeking to further my knowledge and career. I've spent some time working with Cisco products (5+years), primarily ASAs and CUCM. Have merged several acquisitions into a hub and spoke topology to integrate VOIP/data services. Work Experience Senior Network Administrator National Dentex - Falcon Heights, MN August 2014 to Present Network Administrator to over 40 National Businesses, 1 International, 2 Data Centers Support for different phone systems, I have converted many locations to CUCM; I continue to design and optimize call flows using UCXN. Also manage call reporting, monitoring, and recording servers. MPLS / IPSEC management for data networks, saw the company through a MPLS provider change. Cisco Firepower Management Center 6.2.0 environment with Malware Protection. Centrally managed wireless environment (5508 WLC) with over 100 WAPs. VAR, ISP, Vendor management, collaboration - Purchasing, troubleshooting, Project oversight. Support for various services including FOIP, Paging, Audio/Web Conferencing, IM, and Intercom. DHCP Management, also work with DNS, Active Directory, and Exchange. IT Support Analyst National Dentex - Falcon Heights, MN March 2013 to August 2014 Specialized in CAD/CAM technical support End user support and Active Directory/Exchange MACD. Typically it was first call resolution, those that were escalated I always tried to see through in order to learn. Mobile (Sales) Technical Support TEK SYSTEMS - Oakdale, MN November 2011 to August 2014 Geared toward supporting Sales Reps, mostly transferring data to new laptops and troubleshooting.

I spent a bit of time in the hardware department replacing failed laptop components. Install Technician Hardware replenishment for a large environment beginning to end, from unboxing/imaging to replacing hardware at the desk and configuring software. Returned end of lease equipment.

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