

Network Administrator Network Administrator Network Administrator - United States Air Force Tucson, AZ Work Experience Network Administrator United States Air Force - Tucson, AZ June 2011 to Present Tucson, Arizona June 2011 - Present Network Administrator As a Staff Sergeant, lead the daily activities of 10 personnel responsible for the maintenance of classified/unclassified telecommunications and networking equipment; enforce adherence to strict quality standards in order to continuously meet customer requirements and surpass deadlines/performance benchmarks. Deploy, sustain, troubleshoot and repair standard network infrastructure systems, IP detection systems and General Dynamics encryption devices. Support unit operations by organizing office procedures, maintaining workplace systems, supervising training efforts and managing personnel; plan staff schedules, collect and assign workload and develop and implement metrics used to measure work center performance. Assess existing facilities' needs for new or modified telecommunications systems; prepare or evaluate network diagrams, floor plans or site configurations for existing buildings/frameworks, renovations or new systems. Provide unparalleled user support by expertly diagnosing network and device problems, resolving computer hardware, networking software or other operating system software and implementing technical or procedural solutions; keep abreast of changes in industry practices and emerging telecommunications technology. Consult with users, administrators and engineers to identify business and technical requirements for proposed system modifications/technology purchases. Manage the installation of new and/or modified hardware or software; communicate with telecommunications vendors to obtain pricing and technical specifications for available hardware, software or services, prepare purchase orders/requisitions and coordinate with vendors and company personnel to facilitate acquisitions. Estimate costs for system or component implementation and operation; gather data pertaining to customer needs, and use the information to recognize, predict, interpret and evaluate system and network requirements. Professional Experience (Continued) Monitor and analyze system performance ( network traffic, security and capacity), evaluate equipment records and test and assess hardware and software to determine efficiency, reliability and compatibility; recommend repairs, replacements or improvements and

perform preventive maintenance, backup or recovery procedures. Oversee user access to systems and equipment through account management and password administration. Conduct routine network startup and shutdown procedures and configure, monitor and maintain email applications and virus protection software. Perform, coordinate, integrate and supervise network design, configuration, operation, defense, restoration and improvements; fabricate, terminate and interconnect wiring and associated network devices. Produce and process a variety of reports, including system activity and performance reports, and meticulously document system problems, corrective actions and resolution status. Train customers/staff in computer system use (voice, video and data communications). Selected Accomplishments: Quickly assimilated into the organizational culture to drive immediate and impactful results; recognized among the staff as a SME on technical issues and repeatedly selected to take on additional duties. Demonstrated in-depth subject matter expertise and extensive knowledge of related DoD and USAF governing directives, HR personnel policies and base-level operating procedures. Managed competing priorities and multiple responsibilities simultaneously; proven track record in outstanding communication, customer service, ethics, compliance, leadership, mentoring and personal performance. Selected Training/Professional Development Education Associate of Science in Electronic Systems Technology and Information Systems Community College of the Air Force - Tucson, AZ May 2016 Skills Microsoft Office (5 years), Cisco Hardware, Cisco Hardware (5 years) Certifications/Licenses CompTIA Security+ June 2017 Additional Information A solutions-oriented Network Administrator with substantial experience coordinating, integrating and directing complex, multi-site initiatives across a range of IT-related disciplines; proven ability to establish a cooperative climate across multiple departments and work in unison with a variety of cross-functional business partners. Accomplished facilitator with tactical foresight, keen bottom-line focus and documented success analyzing critical communications requirements, developing innovative solutions for increasing reliability and improving productivity and achieving margins on project delivery. Superior interpersonal, organizational, analytical and problem-solving skills with attention to detail and knowledge and understanding of operating systems, policy and planning techniques and

commercial industry standards.      Core Competencies      System Administration/Service  
Departmental Collaborations    Capacity/Requirements Planning    Project/Personnel Management  
Compliance/Quality Control    System Security/Backup/Recovery    Remote/Multi-Site Assistance  
Documentation & Reporting    Operational Reliability/Assurance    Certifications/Designations    \*  
CompTIA Security+    \* Top Secret Security Clearance (Sensitive Compartmentalized Information  
(SCI) Eligible)    Technical Expertise    \* Microsoft (Excel, OneNote, Outlook, PowerPoint, Word) \*  
Cisco Hardware Configuration

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