Network Engineer/ IT Consultant/ IT Manager Network Engineer/ IT Consultant/ IT Manager Network Engineer/ IT Consultant/ IT Manager - DVN Solutions Plantation, FL Authorized to work in the US for any employer Work Experience Network Engineer/ IT Consultant/ IT Manager DVN Solutions 2016 to Present   Currently manage 300+ endpoints on MSP software and 40+ offices remotely and physically across south and north Florida.   Provide technical support, consolidated ticketing systems, troubleshooting, maintenance, and upgrades to help clients maintain their Windows Server Infrastructure and Meraki Networks.   Documented network and security events on systems, improved on existing documentation systems for phone lines, disaster recovery plans, etc.

  Complete Projects required for advancement of clients business growth; assisted in development of SOHO and medium size networks for new clients.   Supported clients in complying with IT security with HIPAA IT Support Technician Oakland Park, FL 2015 to 2016   Helpdesk support, fixed PC'S, and laptops, maintain systems, built server configuration to customer satisfaction. Performed regular system backups and recovery procedures   Conducting over 30+ inbound calls daily. Sales Associate/Tech Support Best Buy - Coral Springs, FL 2014 to 2015 Troubleshoot systems for clients, exceeding service expectations. Helpdesk support. project management Cisco IOS, Cisco Energetic. Exceptional Leadership skills. Always willing to learn. Over 3 years or IT experience. Experience configuring, monitoring, upgrading and maintaining systems hardware, software, Network and related infrastructure. Technical, analytical and problem-solving skills; project management, and customer service orientation. Entrepreneur mindset. Thrive in deadline-driven environments. Excellent team-building skills.   Skills ? Proficient in Active Directory, Cisco IOS, Cisco routers and switches, Meraki routers/firewalls. Meraki Cloud Management. Microsoft CRM, EMR; SharePoint 2007, 2013, Microsoft Office Suite. ? Configuring Network Printers, VoIP Phones, DNS, DHCP SMTP, SNMP, FTP, WAN, LAN, RIP ? Operating systems: Windows XP, Vista, 7, 8, 8.1, 10; Windows Server 2008, 2012 R2 ; Exchange 2013, Lync 2013 (Skype for Business) Education Information Technology Broward College - Davie, FL 2017 MCSA The academy of south Florida - Fort Lauderdale, FL 2015

Name: Jacob Johnson

Email: tross@example.net

Phone: 293.423.5799