

Network Administrator Network Administrator Network Administrator - Active Public Trust Secret Clearance New Orleans, LA Work Experience Network Administrator Active Public Trust Secret Clearance March 2014 to Present Tier 2) (this is a federal contractor job) Duties, Accomplishments and Related Skills:

- o Active Public Trust Secret Clearance.
- r Responsible for the central monitoring, coordinating remediating and reporting for all network incidents, maintenance, and outages for the Customer's infrastructure.
- e Monitor the Customer's enterprise network
- r Respond to customer requests, troubleshoot LAN/WAN issues, document incidents, and provide root cause analysis of faults.
- r Troubleshoot Cisco networks utilizing ticketing system
- r Experienced with monitoring and troubleshooting networks using network monitoring tools (Solarwinds, OpNet, New Relic).
- o Provide support up to the Local Area Network which constitutes approximately 2,000 devices and 1,700 voice and data circuits across the United States and overseas locations.
- o Provide technical support up to the Wide Area Network edge and further provide applications support for Enterprise Mission Critical Applications through the monitoring of systems and around the clock response to alerts.
- r Responsible for Network Management Enterprise Operations Monitoring Network Incident Services Response, Analysis Support, Coordination Policy Input and Reporting
- o Completed 3,385 Remedy and Service Now tickets, 3,589 Work Order tickets, and 2,985 Task assignments related to network connectivity and site outages.
- r Provide customer support worldwide for investigation and troubleshooting network issues and activation requests.
- . Participate in Bridge calls for critical site and network outages
- r Responsible for the input of troubleshooting techniques in an effort to resolve all critical and urgent situations in a timely manner.
- o Completed an Out of Band Modem project ensuring customer device connectivity in case of catastrophic failure of all network monitoring sites in the United States.
- : Quickly and responsibly assess the proper tools to resolve critical situations.
- e Gained necessary experience that promoted character and skill growth.
- o Work and interact in a team environment with experience leading technical teams of 5+ personnel

SUPERVISOR: Eric Madara (321-704-229811) Okay to contact this Supervisor: Yes Multifamily Management, Inc. 758 St. Michael Street Mobile, AL 36602 United States September 2017 to August 2018 Hours per week: 50 Maintenance Technician

Duties, Accomplishments and Related Skills: o EPA HVAC Universal Certification. r Ensured that safety regulations were obeyed by residents and staff. o Completed over 4,600 Work Order requests. o Responsible for HVAC service and repair at numerous property locations throughout the Southeast region of the United States. r Provided 24 hour on-call response for emergency situations- SU PE RVISO R: Adrienne Hufferford 1228-697 -67 O9I Okay to contact this Supervisor: Yes Education MS in Computer Networking Technology Purdue University

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