

Network Operations Technician Network Operations Technician Network Operations Technician -  
NEO NOVA Harvest, AL Highly motivated and systematic Network Administrator seeking a position  
where I can utilize my skills and knowledge with a reputable company. Authorized to work in the US  
for any employer Work Experience Network Operations Technician NEO NOVA March 2017 to  
Present Network Monitoring Alarm Acknowledgement for down networks Adding, removing and  
repolling of devices Troubleshooting and maintaining T1 and higher circuits Restarting servers  
Restarting services on servers DNS Administration Mail Queue: troubleshooting compromised  
users, spam removal, restoring user accounts. IP blacklisting Increasing and decreasing  
customers network speed limits Tunnel troubleshooting Logging into customer equipment.  
Looping and troubleshooting circuits Setting up 24-hour monitoring on circuits Troubleshooting  
DS3 and higher outages Maintaining core networks The Home Depot December 2015 to March  
2017 Sales Associates Network Administrator JBL Associates March 1998 to January 2015  
Installed and supported LANs and WANs network segments, Internet, and Intranet systems  
Installed and maintained network software Analyzed and resolved technical issues Monitored  
networks to ensure security and availability to specific users Evaluated and modified systems  
performance Determined network and system requirements Setup, deployed, and maintained of  
end-user machines Ensured network connectivity throughout a company's LAN/WAN  
infrastructure was on par with technical considerations Designed and deployed networks  
Performed network address assignment Configured and maintained firewalls Maximized  
customer operational performance by resolving IT issues Maintained network facilities in individual  
machines such as drivers and settings of personal computers as well as printers Administered  
servers, desktop computer, printers, routers, phones, smartphones, software deployment, security  
updates and patches REFERENCE AVAILABLE ON REQUEST Education BS in IT Network  
Management Virginia College of Huntsville July 2014 Skills FIREWALLS (5 years), LAN (5 years),  
CABLING (4 years), LINUX (5 years), MICROSOFT OFFICE (5 years), Comptia, Desktop Support,  
MAC, Help Desk Additional Information KEY QUALIFICATIONS Over 5 years' progressive  
experience in desktop support and network management Analyzing and critical thinking Time

Management    Excellent Interpersonal skills    Teamworking Skills    Initiative    Commitment to quality    Attention to detail    Demonstrated success in installing, configuring, and troubleshooting complex LANs and WANs    Offering excellence in providing network solutions along with hands-on experience of supporting advanced networking technologies    Experience with firewalls, Internet VPNs remote implementation, troubleshooting and problem resolution    Server hardware, cabling, routing, LAN environments, PC Desktop, and components    Microsoft Office, Microsoft Windows XP, Windows 7, Windows 8, Windows 10, Linux

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