

Local ISP - Network Technician Local ISP - Network Technician Bend, OR Solutions-oriented, highly motivated network engineer offering ready-to-leverage technical training and experience. 5+ years of experience and in-depth knowledge of establishing and maintaining networks and servers, security, and IP troubleshooting. Eager to join a team to help maintain the company's current IT infrastructure, as well as design and implement new solutions. Authorized to work in the US for any employer

Work Experience

Local ISP - Network Technician Bend Broadband April 2016 to July 2017 Installed and configured customer premise equipment to homes and businesses. Installed new cable service to homes following building code and guidelines. Provided customer support and helped company attain one of the highest customer service ratings in the industry, leading to acquisition by a fortune 500 company(TDS). Accurately and efficiently came up with estimates and designs for home cabling and network solutions. Worked with CAT5/6 and RG6/11 cable while understanding its design specifications and limitations.

Webmaster Self Employed January 2015 to March 2016 Started my own online business selling electronic cigarettes and vaporizers. Deployed current SEO techniques to attain market popularity. Achieved 100,000 unique page views per day and had profit margins exceeding 150%. Attained first page google results for popular products.

Network/NOC Engineer Disney - Seattle, WA September 2013 to October 2014 Provided front line operational support (24x7) for the entire network environment with a high degree of emphasis on checkpoint and Juniper SRX firewall environments. Responded to all network alerts/incidents and investigated, recorded, resolved, or escalated to appropriate business unit. Ensured each step was documented and communicated to impacted users throughout the troubleshooting process. Managed SSL certificates and load balancing configuration on BIG IP devices. Maintained service level agreements with other business units and employees. Drafted and installed firewall rules and policies. Managed Checkpoint Crossbeam and Juniper SRX Firewalls, as well as Bluecoat Proxy and Web Filters. Assist with release management activities including patching, firmware updates and related activities. Documenting new deployments or changes to deployments. Network analysis actions including port mirroring, blocking traffic, failing over firewalls, configuring port channels, assigning VLANs

Network/System Administrator Etrixgroup

Inc May 2012 to September 2013 Design, optimize, architect and implement new and existing network infrastructure. Spearheaded Virtualized Desktop Infrastructure pilot program to ensure smooth execution in the production environment. Tested and implemented business critical applications that later provided a 100% increase in productivity. Created user guides and documentation for internal software/procedures, allowing next administrator to easily understand the topology. Created a central knowledge base on an internal wiki server and filled it with common issues and important information. Motivated team members to produce knowledge base entries in an effort to continue growing the available information. Reduced hardware footprint by migrating servers to virtual infrastructure using VMWare ESXi 4.1, VCenter Server, Vmotion, and VSphere client. Managed HTTP, Mail, DNS, DHCP, and FTP servers. Configured LAN, WAN, and VPN network. Enabled remote SSL VPN access and hardened security measures by migrating from consumer grade hardware to Cisco ASA and Layer 2 2900 series Access Switches. Designed and implemented entire network footprint from scratch. Installed 25U rack and cabled network hardware to industry standard. Implemented network monitoring solution through the open source software Nagios.

System Administrator Touch Support Inc - West Lafayette, IN November 2011 to May 2012 Provided white label support to 50+ clients with over 1000 servers running CentOS 4-6, Cpanel, WHM, and Plesk. Gained immeasurable Linux/Unix experience. Ensured SLA uptime was met by responding to server issues within 15 minutes, fixing the issue, or escalating to the proper team. Recorded changes and work in ticketing system.

Network Administrator Columbia Forest Products Inc - Bend, OR April 2011 to September 2011 Evaluated internal network infrastructure to identify single points of failure and eliminate them, ensuring high availability, security, and performance of tools and systems in a 4M yearly budget data center. Responded to user issues regarding desktop hardware, Microsoft products, and IP-based networks under mentorship of Director of Network Operations. Provided computer application and hardware support for 1000+ users, enabling efficient workflow. Performed upgrades and configuration changes of Microsoft Windows 2003 and 2008 servers, preventing security breaches and providing high-availability. Ensured thorough network documentation, including maintaining over 17 remote

site's backup configurations and network diagrams. Created map of entire network encompassing a large datacenter and 17 WAN sites in Visio. Used port mirroring to analyze traffic with Wireshark to troubleshoot layer 2-7 issues. Technical Support/ Customer Service Ygnition Networks Inc - Seattle, WA June 2010 to December 2010 Handled troubleshooting of customer premise equipment, sales, technical support, and service. Served as single point of contact for service restoration. Experience using enterprise level ticketing system to document service and support. Signed new customers up for internet, phone, VoIP, and cable. Handled billing issues, disconnections, customer retention, and service issues/complaints. 24% higher sales than next best for month of October. Education Associate of Applied Science in Computer Information Technology Ivy Tech State College - Lafayette, IN 2013 Skills DNS, Firewalls, Networking, Virtualization, DHCP, Customer Service, Security, Technical Support, Windows, VMware, Active Directory, Microsoft Office and 365 Suite Certifications/Licenses CCNA CCNA Security A+

Name: Jason Garcia

Email: kristinamann@example.com

Phone: (478)997-9419x5926