

Network Admin and Operations Network Admin and Operations Network Admin and Operations -
Leidos Collinsville, IL Work Experience Network Admin and Operations Leidos - Scott AFB, IL
October 2017 to Present Maintained and ensured continuing operation of many different network
devices including Cisco/Juniper routers and switches, HP switches, TippingPoint IPSs, F5 load
balancers, Blue Coat web proxies, and more. ? Used several different monitoring tools from
vendors such as IBM and Infovista to recognize and remediate issues before operational impact
could be noticed. ? Worked with device vendors for troubleshooting issues and initiating RMAs for
defective devices. ? Utilized assistance from local site technicians as well as field service engineers
to troubleshoot and resolve issues for both CONUS and OCONUS locations. Network Administrator
I Five Rivers Services LLC February 2017 to September 2017 Used applications such as
SecureCRT and Putty to remotely manage layer 2 and 3 networking equipment across three
separate networks. ? Assisted in a large scale IOS upgrade project spanning several hundred
devices. ? Worked in environments using 802.1x authentication, and ones using static port
configurations in conjunction with port security. ? Worked with level 2 admins to correct
configuration mistakes made by previous management team. ? Accustomed to making house calls
when remote troubleshooting is not an option. ? Temporarily filled an NA II role due to contract
requirements. Service Desk Administrator I Five Rivers Services LLC June 2015 to February 2017
Created user/computer objects in Active Directory and managed them by providing access to
appropriate network permissions and security groups. ? Provided remote troubleshooting support
by utilizing applications such as Remote Desktop Connection. ? Used BMC Remedy ticketing
system to keep track of work orders for over 2800 users. ? Provided excellent over-the-phone
customer support for both military and civilian personnel. ? Provisioned DoD Enterprise Email
accounts for US personnel. ? Served as interim Service Desk Lead. Technical Support Associate
Floors Done Right, STL - St. Louis, MO August 2009 to June 2015 Provide, as needed, technical
support for computer/printer related issues. ? Educate staff on the basics of the Windows operating
systems ? Install and refurbish hard wood floors Salesman Roy Rogers CSI - St. Louis, MO June
2012 to June 2012 Offered services to potential customers and passed their information to a

supervisor ? Trained new employees on company practices Education Associate of applied sciences in Information technology Ranken Technical College St. Louis May 2015 Skills ACLS, ACTIVE DIRECTORY, CISCO, NETWORKING, DHCP, Ccna, NOC, Operation Certifications/Licenses CCNA Routing and Switching December 2014 to February 2021 200-120 CCNA Security February 2018 to February 2021 210-260 A+ Certified May 2014 to August 2022 220-801 / 220-802 Security+ August 2016 to August 2022 401

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