

NETWORK ADMINISTRATOR NETWORK ADMINISTRATOR Saint Cloud, FL Customer service oriented information technology professional with a history of exceeding customer expectations, meeting budget and deadline requirements and utilizing exceptional problem solving skills. Authorized to work in the US for any employer Work Experience NETWORK ADMINISTRATOR Echo Water - Saint Cloud, FL February 2016 to July 2019 Provided technical support to customer service, shipping and warehouse, accounting and executive staff. Maintained windows file server, Quickbooks server and VOIP PBX server. Managed regular software updates as well as firmware and driver updates. Directed network security protocols to protect sensitive company and customer data. TECHNICIAN FKL Computers - Saint Cloud, FL November 2012 to February 2016 Provided on site information technology support to homes and businesses throughout the Orlando area. Performed general troubleshooting to diagnose and repair clients systems. Maintained good client relationships through understanding client needs. Executed client upgrades increasing their productivity and efficiency. MANAGER Rain Soft - Orlando, FL June 2007 to November 2012 Managed outbound call center generating service call leads for the service department. Handled payroll for twenty four employees weekly. Performed regular analytics to forecast future lead generation. Administered all recruiting and training of sales agents. Education High school or equivalent Skills Technical support, Cisco, Cabling, Microsoft office, Microsoft windows, Windows 10, Windows 7, Microsoft windows 7, Networking, Active Directory, Customer Service, Windows Assessments Project Management Skills: Time Management Highly Proficient August 2019 Prioritizing and allocating time to effectively achieve project deliverables. Full results: [https://share.indeedassessments.com/share\\_assignment/utd14vwrnhkns60](https://share.indeedassessments.com/share_assignment/utd14vwrnhkns60) Supervisory Skills: Directing Others Expert August 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: [https://share.indeedassessments.com/share\\_assignment/mxlheporj3nsuz2j](https://share.indeedassessments.com/share_assignment/mxlheporj3nsuz2j) Technical Support Highly Proficient August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: [https://share.indeedassessments.com/share\\_assignment/11futqq10bvgonpk](https://share.indeedassessments.com/share_assignment/11futqq10bvgonpk) Indeed Assessments

provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information SKILLS    Technical Support    Microsoft Windows Server    Microsoft Windows 7    Cisco Routers & Switches    Microsoft Windows 10    Data Cabling    Microsoft Office    WiFi

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