Network Specialist Network Specialist Network Specialist New York, NY Work Experience Network Specialist Autism Community - Astoria, NY February 2017 to Present Install, inspect, secure and troubleshoot networked computers within the organization - Develop and implement IT orientation to new employees on agency basic technical skills - Collaborate with colleagues on the improvement of network infrastructure in order to increase quality, reliability, effectivity, and reduce expenses - Install and configure network devices, including routers, modems, switches, wireless AP's, and WLAN controllers - Perform backups of all servers and provide support and assistance to users - Complete troubleshooting, test networks, and perform any duties as required VoIP Tech Support NewTel Systems - Inwood, NY February 2016 to January 2017 Managed and maintained VoIP phone systems while offering technical support to various clients - Provided provisioning and operations for troubleshooting and voice network support - Performed call routing, IVR menu design, personalized pickup groups, and resolved call handler issues. - Built customer profiles and individualized rate plans to account for different customers' line/station needs - Tracked and resolved priority 1 issues, with appropriate escalation when necessary IT Project Manager Internship Hara Partners - New York, NY June 2015 to September 2015 Project management and customer support for multiple clients' websites including maintenance and development - Scheduled, oversaw, and executed website development (Magento) - Assessed business implications for each project phase and monitored progress to meet deadlines, standards and goals - Articulated project goals and scope, translated business needs into technical terms - Provided troubleshooting including coding errors, tactical matters, and divergent business and user needs Education Bachelors of Science in Computer Science in Computer Science CUNY Queens College - Flushing, NY September 2009 to May 2014 Skills Active Directory, Vmware, security, Cisco, DNS, LAN, Networking, VPN, MPLS

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