Network Infrastructure Lead Network Infrastructure Lead Network Infrastructure Lead - CSIG Holding Wixom, MI Authorized to work in the US for any employer Work Experience Network Infrastructure Lead CSIG Holding - Brighton, MI November 2018 to Present Infrastructure lead for IT all network infrastructure across 25+ locations spanning several different businesses Worked with Project team to budget and order all network equipment for new buildings and acquisitions Managed and configured Fortigate Firewalls with site-to-site VPNs across all of our location, SSL VPN clients with LDAP authentication, and HA failover with redundant ISPs Administered AdTran Netvanta switches at all locations Configured, installed, and administered ShoreTel and Allworx VOIP systems for all locations with a mixture of PRI and SIP trunks, as well as analog connections for failover redundency Communicated and worked with various vendors and carriers for new buildings buildings as well as troubleshooting existing locations Performed various network administration tasks throughout our AD and WSUS system Setup and configured MDT server for computer deployments Managed internal Dokuwiki page that contained all knowledge base articles Responsible with Tier 2 techs to troubleshoot network issues that were reported Assist Tier 1 and 2 techs with tickets based on priority and escalation Provide friendly telephone, remote, and onsite troubleshooting, training, and support to end users Adhere to established methods and procedures for responding to and documenting support requests Work with leadership to maintain and upgrade IT infrastructure   Assist with ongoing projects and may function as a project lead within the department Tier 2 Network Administrator CSIG Holding - Brighton, MI December 2017 to November 2018 Tier 1 Technical Support Representative CSIG Holding - Brighton, MI July 2017 to December 2017 IT Support Specialist Level 2 Stefanini - Southfield, MI March 2017 to July 2017   Provide support to Nike employees across North America, both technical and non-technical.   Remote troubleshooting and diagnosis of network connectivity issues   Cross training of peers and fellow team members   Research and contribute to dynamic Knowledge Base   Provide support for MAC and Windows computers and various business and logistical applications   Use judgement to evaluate situations and provide solutions or escalate to deskside team   Document issues and all troubleshooting steps in internal ticketing system. Administrative Analyst Burns and Wilcox -

Farmington Hills, MI July 2015 to May 2016 Administrative Assistant Lynch and Sons Funeral Home - Milford, MI August 2014 to June 2015 Education Associates in Applied Science in Computer Information Systems & Software Engineering Oakland Community College May 2017 Bachelor of Arts in Anthropology and Asian Studies Wayne State University May 2014 Skills Router, Cisco, VOIP, Network Administration, Technical Support, VPN, Active Directory Certifications/Licenses CompTIA A+ April 2016 to April 2022 CompTIA Network+ May 2016 to May 2022 Cisco Certified Network Associate (CCNA) - Routing and Switching February 2019 to February 2022 CCNA Routing and Switching CompTIA Security+ May 2019 to May 2022

Name: Michelle Wheeler

Email: elizabeth14@example.com

Phone: 001-955-279-3118x2450