

Junior Network Administrator Junior Network Administrator Junior Network Administrator - Columbia Southern University San Diego, CA Work Experience Junior Network Administrator Columbia Southern University - Orange Beach, AL February 2019 to Present July 2019 ? Cisco Wireless AP installation, cable management, and CLI configuration. ? Configured WAPs in Cisco WLAN Controller and troubleshoot connectivity issues. ? Supplied WAPs IP addresses through configuring a DHCP server and supplied static IP addresses once SSHed into the WAP. ? Installed patch panels, managed cable routing and punched cables. Helpdesk Support Specialist Columbia Southern Education Group - Orange Beach, AL June 2017 to Present July 2019 ? Diagnose, troubleshoot and resolve a range of software, hardware, and connectivity issues. ? Excelled in asking probing questions and researching, analyzing, and rectifying the issue. ? Supported ~ 30,000 students per term with technical issues and software explanations. ? Managed account login information through Active Directory. ? Reimage company desktops and laptops. ? Documented incident, resolution information, and inventory in Dell KACE ticketing system. ? Responded to inquiries via email, chat, and telephone. ? Worked with the development team and system administrators to solve student account web and database specific issues. ? Remoting into off-site machines utilizing RDP for troubleshooting purposes. ? Troubleshooting Windows 7/10, Office 365, and MacOS Education Bachelor of Science in Information Technology in Information Technology Columbia Southern University - Orange Beach, AL Skills Mysql, Sql, Java, Hibernate, Spring, Jsp, Git, Html, Javascript, Bootstrap, Object oriented, Maven, Frameworks, Css, Engines Links <https://linkedin.com/in/wmangram3> <http://williemangram.com> Additional Information Skills Languages: Tools and practices: Frameworks and template engines: ? Java ? Git ? Spring Framework | Spring Boot ? JavaScript ? Maven ? Thymeleaf, JSP ? SQL | MySQL ? RESTful Development ? Hibernate ? HTML + CSS ? Object Oriented & Functional Programming ? Bootstrap

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