

Network Systems Support Specialist Network Systems Support Specialist Network Systems Support Specialist - US Engineering Company Northglenn, CO Josh Hertzler Network Systems Support Specialist- US Engineering Company jandahertzler@gmail.com * (720)412-7679 IT System Administrator-MeteoStar A Division of Sutron Corporation Northglenn, CO 80260 Technical Support Analyst-Tier III - The International Business Machines CORPORATION (IBM) Associates of Applied Science Degree - ITT Technical Institute SPECIALIST CAREER HIGHLIGHTS ? Implemented total weather systems for Fortune 500 companies and government agencies. ? Collaborated, designed and implemented a hydrological solution for BC Hydro ? Designed and created field connectivity to and from sensitive projects Work Experience Network Systems Support Specialist US Engineering Company - Westminster, CO January 2016 to Present Support end users in all office and field locations within the organization ? Completed Microsoft training courses related to my field ? Worked with Systems Administrators to create and maintain an effective network backend IT System Administrator Sutron Corporation - Englewood, CO October 2013 to January 2016 Advanced from new hire status to 24/7 on call rotation within 2 months of hire. ? Deployed, monitored and supported LEADS systems worldwide for Fortune 500 companies (Federal Express), government agencies (NASA) and airlines (Lufthansa). ? Implemented a complete network restructuring for MeteoStar. ? Created a BOVPN tunnel linking MeteoStar Colorado office and Texas office. Technical Support Analyst - Tier III The International Business Machines Corporation - Boulder, CO June 2013 to October 2013 Responsible for resolving technical issue for American Express partners. ? Managed incoming web-based customer/partner service requests, messages and emails. Education Associates of Applied Science degree in Applied Science ITT Technical Institute - Westminster, CO 2013 Skills Android, Ios, Nagios, System administration, Linux, Red hat, Jira, Firewall, Sql, Phone system, Mac Additional Information EXPERTISE Operating Systems: Red Hat Enterprise Linux/CentOS, Android Administration, IOS Administration, Mac OSX Administration, Windows Administration Application: Nagios Administration/Nagios SQL, Trixbox/Asterisk Phone System Administration Development and Support Tools: Confluence/Jira/Atlassian Administration Other: HP Procurve Administration,

WatchGuard/Firebox Firewall Administration, Ubiquiti backend

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