

Network Support Technician Network Support Technician Network Support Technician Newport Beach, CA Network Support Technician with a successful track record providing telecommunications and internet support. Authorized to work in the US for any employer Work Experience Network Support Technician TWW Consulting, LLC. - Newport Beach, CA 2015 to Present Network hardening, Data, Privacy and Security, Intrusion detection, Identify vulnerabilities. Network Support Technician CENTURYLINK - Boise, ID 2002 to 2015 Excellent problem-solving skills phone, chat or remote desktop. Slow speeds, VoIP quality, long distance, voicemail Exceeded call center metrics performance reviews, top marks: teamwork, customer service, technical problem-solving, and first call resolve Experience with Telephone switching equipment 5ESS, DMS100, DMS10, Ericsson DSLAM: Adtran, Alcatel, Cisco, Next Level USAM Experience in TCP/IP, CIDR, NAT, VPN, DMZ, port forward, email setup, A & C record, Reverse DNS, wireless encryption, Wordpress, cloud backup Network Administrator WOODGRAIN MILLWORK, Inc. - Fruitland, ID 2000 to 2002 Manage cost effective changes from T1 to DSL over 25 sites Manage cost effective changes from 10Mbps shared to 10/100Mbps switched LAN over 25 sites Project return on investment for VoIP long distance savings vs PBX call options and quality Resolve help desk trouble tickets regarding voice\data issues over 25 sites Network Support Technician CRI\HP - Boise, ID 1998 to 2000 Configure\install 45 HP ProCurve switches, 38 VLAN's, using redundant 1GB fiber uplink Resolve help desk trouble tickets regarding LAN issues over 38 VLAN's, 11 building campus Monitor network vital signs using HP OpenView, HP & Network Solutions sniffer Network Support Technician Micron PC - Nampa, ID 1994 to 1998 Call Center Technical Support Representative (1 year) Information Systems Team Desktop Support (1 year) NT Domain Administrator SpecTek Division, PDC, BDC, Desktop Support (1 year) Network Support Technician, new manufacturing Data Center (1 year) Education Some University in Marine Science UH Manoa - Manoa, HI 1979 to 1981 Skills Network Support, Excellent understanding of the 7 layers of the OSI model with regard to solutions. (10+ years), Service Desk (10+ years), MAC (10+ years), Desktop Support (10+ years), Help Desk (10+ years), Tech Support (10+ years) Certifications/Licenses CompTIA Network+ April 2019 to April 2022 Assessments Technical Support

Skills Expert December 2018 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/7x6savulxd-vad1w Technical Support

Highly Proficient April 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/3pywebmvmggleqmfy Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Working for an ISP covering 14 states taught me patience dealing with people on all technical levels. It has taught me how to quickly assess problems of all sizes, individual or enterprise wide. I am ready to contribute in any way I can. I stepped away in 2015 to pursue my own company, (not IT related). I can lead or follow without a problem, ready to work. My troubleshooting skills are excellent. Currently working on Security+ certification.

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