

Sr. Network Administrator Sr. Network Administrator Sr. Network Administrator Charleston, WV
Network Engineer or Network Technician position in which I can implement, configure or
troubleshoot network issues. Work Experience Sr. Network Administrator ProCom Services -
Charleston, WV April 2018 to April 2019 Configured and shipped Routers, Switches and Cellular
modems for Transcanada. Sr. Network Administrator Procom Services 2018 to March 2019
Inventory Network Devices Receive and Ship Network Devices Configure Cisco Routers and
Switches Configure Sierra Modems Configure MRV, Open Gear, Digi Terminals Setup and test
equipment before field deployment. Field Technician Pomeroy 2017 to 2018 Troubleshoot anything
on network which includes printers, registers, cameras, routers, switches, scanners, scales and etc.
Sr. Telecommunications Specialist IBM 2008 to 2016 Install Routers and Switches Install IOS
and configure routers and switches. Physical connect and make cables RJ45, RJ11 and Fiber.
Troubleshoot LAN problems Troubleshoot Microwave Issues Troubleshooting on Physical, and
Layer 2 and 3. Working along side telephone company. Working with Siemen, Avaya and Cisco
Phones. End User Support Technician IBM 2007 to 2008 Install OS Microsoft Troubleshoot
Microsoft and Lotus Notes issues, Remotely fix end users issues. Team Lead (Supervisor) 2006 to
2007 Supervised Team of 2nd Level Support Maintained SLA and performed according to ITIL..
Supervised team of 8 phone technicians and 2 password supports. Troubleshooted Windows
Issues. Troubleshooted Internet Explorer Issues. Troubleshooted Third Party software
(AMERIPRISE) HUD 2005 to 2006 2nd Level Telephone Support Troubleshooted Application
issues Troubleshooted Password issues (Mainframe) Troubleshooted Window OS issues
Troubleshooted email issues.. SUSCOM/COMCAST 2004 to 2005 2nd Level Telephone Support
Troubleshooted TCP/IP issues Troubleshooted OS MAC/LINUX/WINDOWS network issues
Troubleshooted email issues (ALL OS, Outlook, Lotus, etc) Troubleshoot network issues Network
Outage Center 1999 to 2004 MINDSPRING/EARTHLINK 1st and 2nd Level and Live Support
Troubleshooted TCP/IP issues Troubleshooted OS MAC/LINUX/WINDOWS network issues
Troubleshooted email issues (ALL OS, Outlook, Lotus, etc) Troubleshooted network issues
Troubleshooted issues thru chat software, email and telephone. Worked the Network Outage

Center. I have worked every segment of networking from the ISP to the home user except for telephone company. I understand TCP/IP fully. I also understand delivering prompt and accurate reports. Also performing task in a timely manner. Education Associate Skills Ccna, Cisco, Itil, Networking, Remedy, Linux, Red hat, Unix, Customer service, Telecommunication, Lotus notes, Outlook, Mac, Fcc Additional Information KEY STRENGTHS High level computer and networking skills. Over 20 years experience in customer service both face to face and phone based. Telecommunication skills. Cisco and Microsoft Skills. Linux -Red Hat, Debian, and Ubuntu Lotus Notes and Outlook Skills. Ticketing systems ISM, Remedy, and MIDAS. SPECIALIZED CERTIFICATIONS Microsoft Certified Professional Microsoft Certified Desktop System Technician A+ and Network+ ITIL CCENT, CCNA, CCDA FCC HAM KD8HFT OS familiarization (MAC, LINUX, WINDOWS, UNIX)

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