

Network Administrator Network Administrator Network Administrator - Network Dynamics, Inc
District Heights, MD Seeking a challenging position in a reputable organization with an opportunity to utilize my skills and experience. Work Experience Network Administrator Network Dynamics, Inc
January 2015 to Present Provided technical support, troubleshooting and diagnosing complicated hardware/software problems. Displayed courteous and strong interpersonal skills with all user interactions. Participated in complete system builds, upgrades, migrations, deployments and patch management. Imaged HP Desktops and Laptops using Symantec Ghost. Installed, configured and maintained Windows Servers and Windows 7 systems in a secured environment. Assisted the network team in diagnosing and resolving issues involving Cisco Switches. Ran and patched cable with the direction of Senior Network Engineers. Utilized Visio to map out network Resolved and escalated trouble tickets and conducted scheduled changes within the environment. Installed and configured Routers, Bridges, Terminal Servers and CSU/DSU's to support WAN links. Handled installations, troubleshot system hardware and network. Worked closely with a Network Engineer, developed configuration, review procedures, configured and managed router and switches. Updated documentation to provide an efficient transition from one employee to the next. Assisted Senior Network Engineers in design, implementation, and security of network to meet customers' business requirements. Monitored monthly activity of customers' server and maintained server performance through updates and repairs. Configured, tested, and deployed new customer desktops and servers. Resolved customers' technical issues remotely and on-site. Performed software and hardware installation and support at multiple client locations. Desktop Support Technician Network Dynamics, Inc January 2014 to December 2014 Performed hardware and software testing, configuration and installation. Performed routine maintenance related to all hardware and software. Assisted with PC, server, network and software problems. Packaged, tested, deployed and updated software and desktops. Created and maintained desktop images. Performed routine network and PC installation, maintained and resolved problems. Assisted IT team with departmental projects and initiatives. Supported local area networks. Provided emergency response to reduce downtime. Performed day-to-day users support. Education Cisco

Certified Network Associate Stratford University - Lanham, MD 2017 to Present High School Diploma Iwoye Area Community High School Senior 2007 Skills Technical Support, Networking, Windows 7, Customer Service, Microsoft Office

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