

(Paid Internship) - Network Analyst (Paid Internship) - Network Analyst (Paid Internship) - Network Analyst Ferguson, MO Work Experience (Paid Internship) - Network Analyst PDS Tech October 2018 to February 2019 Troubleshoot software migration ? Remote troubleshoot using Tivoli ? Reimaging laptops ? Troubleshooting thin clients ? Test applications such as healthnet ? Ping, Trace route, signals for circuits for LAN/WAN ? Install, update business software, skype, outlook, lotus notes ? Consult with users to identify current operating procedures and to clarify program objectives ? Verify permissions using active directory ? Verify healthnet users with ssn via health net active directory ? Duo installs and troubleshooting ? Remote vpn setup ? Two step verification setup and installs Network Security Analyst Interface Security April 2016 to September 2018 Level 1 technical support with VOIP and IP circuits including: layer 1(power cycling, replacing cords, etc) layer 2(switches, managed and unmanaged, NICs, MAC Binding, etc.) and layer 3 and 4 (router and ports, IP troubleshooting, packets, protocols, etc) troubleshooting, as well as VPN and VPN2, Proxy servers, etc ? Email and ticket escalations (sites that have failed level 1 and level 2 troubleshooting ? Level 2 support for onsite technicians ? Verified connections via Switch, router, ATA, SPA8000, etc ? Excessive use of Linux commands for Linux OS ? Verified working Cradlepoints, Meraki's etc. ? Cleared Signals/ alarms ? Monitored Burned down sites, bad switch, router, starbox sites and emails ? Handled Tech chats and Tech calls ? Troubleshot interactive video with site helpdesk agents ? Extended use of OSI model and TCP/IP model layers Environment: VOIP, TCP/IP, switching/routing (managed and unmanaged), email protocols (SMTP, POP3, IMAP, HTTP, HTTPS, etc.), UDP/TCP, Cisco 891F, Outlook, Interactive Video, IP release, Linux, IT ticketing, OSI/ TCP model, Network/switching layers, PuTTY, bridging/ IP pass-through, ATA/ SPA 8000 installs, Visio, Starbox 2.0 and 3.0, VMware ESX ISG IT Helpdesk Technician Schnucks Market Corporate October 2015 to April 2016 Level 1 troubleshooting regarding payments in stores, passwords, account issues, ? Monitoring WUG PC, servers, ? ACR troubleshooting including fixing corrupt tables and rebooting servers, server reversals ? Profile reports and check printing ? IT Help desk, and EOC inboxes ? Microsoft active directory and outlook ? Email and tickets ? Emergency alarm signals, arm, disarm and bypass partitions and zones Environment:

Active Directory, password resets, Alarm partitions (1-8), Microsoft Outlook, IT ticketing, disarm/arm security alarms/ monitor WUG, Server 2003, Linux, Visio Service Delivery Coordinator Charter Communications May 2014 to October 2015 Inbound calls 325/week ? Provisioning updates, TPV failures, LNP errors ? Creating, modifying and fixing orders ? Resolved residential/commercial-coax order exceptions ? Escalations tickets ? Troubleshooting switches, upgrading Cisco/Arris routers Environment: Provisioning, TPV/LNP, switches, Cisco D2/D3, Arris Modems, bridging, footprints, PSP/Nortel, installation, dispatching, break glass fix, porting/ routing Remote Hardware Technician Microsoft Xbox August 2011 to March 2014 Software and hardware troubleshooting concerning Xbox and Microsoft ? Creating, modifying and fixing orders ? Hardware repairs ? Escalations tickets ? Billing and customer service Customer Service Representative Micro Center October 2009 to March 2011 Point of sale and check out ? Maintenance, stock, shelving products ? Loss prevention, physical inventory ? Sales, customized customer service, and order entry ? Routing and switching ? Streamlined and advanced technical support first level customer experience Education Associate in computer networking Vatterott College-Berkeley - St. Louis, MO May 2007 to May 2009 Skills ACTIVE DIRECTORY, CISCO, DHCP, LAN/WAN, VMWARE, Customer Service, Microsoft Excel, Microsoft Word Additional Information Skills Summary ? Windows OS, Linux OS/UNIX tools ? Web technologies, Protocols, bridging/ IP Pass through/DHCP, ? System backups, software testing and programming ? Salesforce, Remedy, CRM, CSHD, Manitou, Footprints systems ? Active Directory, Microsoft Outlook, Microsoft office 365 ? network, servers, system upgrades, network improvements/repairs/upgrades/GUI and Tools ? PSP/ Nortel, Safari view Eng, PuTTY ? VOIP /IP, Interactive Video Circuits ? Cisco 891 Routers, Starlite starboxes, Intermedia and star2star Analog telephone adapters, Switches, various modems ? Windows Upgrades ? VMware ? Wireless troubleshooting ? LAN/WAN troubleshooting ? Installations ? Visio Technical Experience

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