Network Engineer Network Engineer Cisco Wireless Network Engineer Durham, NC Authorized to work in the US for any employer Work Experience Network Engineer Cisco Systems - Durham, NC January 2019 to May 2019 * Monitor the network system for alerts * Resolve Tier 1 tickets * Participate in bridge with higher tier members Network Engineer AT&T - Durham, NC June 2018 to December 2018 * Monitor the network system for alerts * Resolve Tier 1 tickets * Participate in bridge with higher tier members Student Personal Sabbatical - Durham, NC January 2016 to May 2018 * Attended Carolina Career College * Attended El Centro College * Attended Richland College * Pursued certifications in Cisco networking * education in both self-study and classroom environments Network Operation Center (NOC) Technician Time Warner - Syracuse, NY October 2013 to December 2015 * Manned monitoring tools for indications of malfunction as evidence by alarms * Performed pre-diagnoses on potential and anticipated issues * Participated in group chats with other members of NOC team to resolve problems * Issued trouble tickets using Remedy ticketing system Network Administrator United States Army - Kennesaw, GA June 2006 to February 2012 * Determined organizational needs for a network and computer system before it was set up * Installed network hardware and software and made needed upgrades and repairs * Maintained network and computer system security and ensured all systems are operating correctly * Collected data to evaluate the network system performance and helped make the system work better and faster * Solved problems quickly when a user or automated monitoring system alerted about a problem * Managed organization servers * One year deployment to US and Mexico border to monitor border security Computer Support Technician American Business School - Atlanta, GA January 2000 to December 2005 * Provided quality customer service while fielding phone calls and support tickets for computing problems * Performed installations, preventative maintenance, networking, security, and troubleshooting solutions * Interviewed end-users using interpersonal soft skills to identify the symptoms of their technical problems and deliver solutions * Assisted network administrators and learned information about network topologies and protocols, IP addressing, DHCP, and secure encryption * Provided training and mentoring to new technicians and for new deployments Education Bachelor of Technology in Electro-Mechanical Engineering Technology City

College of New York - New York, NY Skills Access control lists, Cisco, Remedy, Tcp/ip, Vlan Military Service Branch: United States Army Rank: E5 Additional Information PRIMARY TECHNICAL SKILLS   Understand the basic RF principles and characteristics   Understand WLAN security methods and access with differing client devices   Define the Cisco WLAN architecture and the underling infrastructure used to support it   Implement a Centralized wireless access network using AireOS or IOS-XE wireless LAN controllers   Implement a Converged wireless access network using IOS-XE converged access switches and wireless LAN controllers   Implement small and remote access wireless networks using FlexConnect, Autonomous or Cloud architectures   Perform basic WLAN maintenance and troubleshooting -describe the requirements for a WLAN design SECONDARY TECHNICAL SKILLS   * Microsoft Office * Cisco routing protocols (RIP, OSPF, IGRP, EIGRP, BGP) * STP, VTP, VLAN switching protocols * Hardware/Software installation * Desktop and laptop systems * Access Control Lists   * Troubleshooting * TCP/IP * Subnetting * LAN, VPN, WAN (HDLC, PPP, Frame Relay) * Diagnosing software and hardware problems * Remedy   TECHNICAL TRAINING AND CERTIFICATIONS   Carolina Career College, Durham, NC

Name: James Harris

Email: omiles@example.com

Phone: (431)819-8920x621