

Network Administrator Network Administrator Network Administrator - Molalla Communications Company Molalla, OR Work Experience Network Administrator Molalla Communications Company January 2016 to Present    Actively reviewed connectivity of 5,000+ internet subscribers through monitoring software to ensure consistent uptime    Supported custom backend software for use of job tracking, inventory, shipping and workflow management.    Established effective rapport with staff, continuously trained and emphasized the importance of awareness to current cyber threats via email banners and Power Point presentations    Provided Business to Business support with local businesses in the area    Main contact for Molalla City Hall Staff and Police    Continued maintenance and application of latest updates to 36 Dell Workstations, 20 laptops and 8 servers    Ensured network integrity and functionality by use of tools and up to date antivirus software such as ESET, Barracuda Networks    Maintained CJIS compliance by enforcing password requirements, automatic screen lock, displaying banners outlining restricted access for authorized users only via group policy    Tracked time and work detail via trouble ticketing system to ensure proper billing and work performed    Facilitated manufacturer's warranty service on computers and peripherals    Actively monitored logs for suspicious activities and prevent potential intrusions or attacks    Monitored daily backups, antivirus status, shared storage space and network activity, adjusting network equipment and settings as needed    Designed, managed and maintained group policies    Supported custom backend software for use of job tracking, inventory, shipping and workflow management

Member Support Representative Molalla Communications Company April 2012 to December 2015    Handled 20+ phone calls a day    Collaborated with colleagues in troubleshooting and problem-solving network connectivity, virus removal, computer repair    Kept up to date records of clients and work performed in trouble ticket system    Processed and filed computer repair records

Primary contact for Hispanic member population for tech support and billing, regularly translated marketing and technical documents, recorded help line messages for business phone systems

Education B.A. in International Studies Portland State University 2014 Skills ACTIVE DIRECTORY, PURCHASING, TRAINING, USER RESEARCH, Networking, Technical Support, Vmware, Windows, Customer Service

Name: Heather Grant

Email: morrisstephanie@example.com

Phone: 2332742973