

NETWORK ADMINISTRATOR NETWORK ADMINISTRATOR Network Professional Tomball, TX  
Networking professional interested in advancing organizational goals and processes through continuous improvement. Authorized to work in the US for any employer Work Experience  
NETWORK ADMINISTRATOR COMPETENCE October 2011 to January 2016 Lone Star College System Cisco Unified Presence October 2011 - January 2016 VOIP Troubleshooting Catalyst 3700, 3800, 4500, 6500 Maintained and expanded two campus network and VoIP Layer 1,3 Planning, environments directly. Our team handled 12+ campus Implementation environments including thousands of Cisco switch ports, Layer 1,2, 3 Troubleshooting and phones, and wireless access points. Diagnosis Short and Long Term Project Opened and resolved cases with Cisco TAC Management regarding hardware failure and IOS bugs. Customer and Vendor Relationships Managed projects ranging from new campus Self-Management deployments and renovations including design Leadership and Mentorship and implementation. Acted as technical liaison between internal IT departments, external departments, and Education Associate of Applied Science in Applied Science Lone Star College 2015 Certifications/Licenses CCNA July 2018 CCNA Voice July 2018 ITIL Foundations

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