

Network Administrator Network Administrator Network Administrator - Mohawk Regional Information Center (NOC) Utica, NY I am self-directed, highly adaptable, and can learn new technologies quickly and thoroughly. My strengths lie in troubleshooting and solution development. I am an IT professional who can bring my hands-on technical abilities to help develop and maintain strong customer, business partner and IT team relationships. Work Experience Network Administrator Mohawk Regional Information Center (NOC) - Verona, NY November 2018 to Present Configuration of multiple Network devices such as Switches, Router, Access Points(AP), Wireless LAN Controllers (WLC), and Adaptive Security Appliance (ASA). VLAN deployment and network segmentation. Cisco IOS, IOS XR, and NX-OS configuration. Meraki and Aruba HP Access Points configuration and installation. Cisco Umbrella administration. Content filtering and analysis. Cisco Prime administration. Wireless network troubleshooting. Proficient with IPv4 and IPv6 addressing scheme. Lightspeed Systems and Meraki MDM Device administration. Vipre and Symantec Protection endpoint administrator. Cisco Meraki and Aruba HP cloud-management Administration. Windows imaging on PXE server environment. Network Printer deployment through AD Fluke tool cable tracing. Ethernet cable termination Network configuration for all three major Operation systems Windows (all version), Mac OS, and Linux(Ubuntu). Maintain infrastructure in accordance with industry best practices and standards. Conduct periodic reviews of the infrastructure and propose upgrades as appropriate. Support of a mixed environment Windows 7, Windows 8, Windows 10 and Mac OS from 10.7 and up. Maintained Active directory for Multiple school districts. Created all new users in AD and provided correct permissions. Provided Technical documentation and new processes. Ensured Severity tickets were resolved on time. Provided support for over 3,000 client machines and users. Home drive creations and Home drive moves. Remote Administration and onsite support. Created and maintained Various school districts object groups in Active Directory. Resolved technical problems using Remedy ticketing system for documentation. ActiveRole Server used for permission and active directory management. Fios Technician Verizon Fios - Albany, NY June 2014 to November 2017 Managing Gigabit Passive Optical Network (GPON), Optical network terminals (PON), Fiber

nodes, Virtual Hubs and other demarcation point such as NID and MDU. Familiar with the following PON and optical line termination (OLT) managing utilities: Tellabs Panorama Element Management System (EMS), Nokia Alcatel Lucent AMS, ARRIS Motorola AXS Vision. Working knowledge of the following Verizon Systems, application or systems., STORC, iVAPP, COA/COAD, iGO, WBN, VZWorks, OASIS, vRepair, FiOS Capacity Management Tools, WFA-DO, NSOP, VzOT, WBN., Provisioning of order for data, VoIP and video services. Troubleshooting and installation of equipment such as Routers, VPNs, Firewalls, AP, Extenders, Setup boxes, and VoIP equipment.

Fiber patch cables installation 50/125um, 62.5/125um and 9/125um. IPTV Beta testing and troubleshooting. Configuration of VoIP and legacy copper line at the switch level.

Troubleshooting packet loss between customer and or CLECs. Configured and deployed Wi-Fi for each site including cellular data back-ups. Coordinated customer repairs or replacement of equipment through mail or field technical dispatch. NEUSTAR Telephone number portability.

Wireless network troubleshooting. Malware detection and removal. IT Helpdesk Supervisor -

APAC - Full time New York Life and Scholastic Technical - Utica, NY November 2010 to June 2014
Point of Contact for New York Life and Scholastic teams. Completed projects on time and met SLA's. Support of a mixed environment Windows Server 2003, 2008, and 2012. VMware

vSphere 5.0 5.5, Aero vCenter is used for our Virtual Environment. Plans and implements software and/or systems upgrades and modifications. Worked with vendors HP and DELL for warranty replacements on Servers. Provided support for over 1,000 clients and users on a daily basis.

Print Management and Queue creation and troubleshooting. Handle database escalation for scholastic SAM and New York life Field technology software Library. Unlock user accounts on Microsoft exchange server and SecureDoc SQL server. Resolved technical problems using

Remedy ticketing system for documentation. Created processes and workflows for new hires. Provided in house training. Provided solutions to the Severity tickets and resolved them

accordingly. Handle supervisor calls and set expectations with the client. Participates in design of call monitoring formats and quality standards. Uses quality monitoring data management system to compile and track performance at team and individual level. FairPoint, Scholastic, New York Life

SharePoint Administrator Creation and maintenance of Sites, as well as all associated databases and services, such as Shared Service Providers, and Extended Authentication providers if needed.

Installation and Maintenance of any Plug-in, Feature, Web Part, Template or Solution, including 3rd party software or application Trainer for the following vendors: FairPoint, Scholastic, New York Life Responsible for assessing the knowledge and skill level of employees, through interview, survey or observation. Planning and designing appropriate training sessions and materials.

Role-playing and live sessions. Continuous evaluation and group/individual feedback. Training Performance Measurement and Reporting in critical areas: Order quality. Ticket documentation and organization. Analytical thinking.

Computer Technician Staples - New Hartford, NY March 2010 to July 2010 agent FairPoint Wholesale Provisioning - Utica, NY March 2010 to March 2010 Working knowledge of the following FairPoint Systems, application or systems: M6 MetaSolv, Siebel billing system, Virtual Front Office (VFO) Disconnection or modification of current wholesales accounts Provisioning of wholesale orders for the following type of services: Internet Dryloops Telephone Lines Number portability(Neustar) Resale products Directory listing Technical support and Sales PRTC DMAX - San Juan, PR January 2006 to August 2006 Education Associate of Applied Science (A.A.S.) in Computer Information Brandman University - Albany, NY 2017 Microsoft Certified Professional Penn state University - University Park, PA 2012 High school diploma Colegio Rudianette - Caguas, PR 2004 Skills Active directory, Cisco, Citrix, Dhcp, Tcp, Networking, Windows, Vmware

Name: Derek Jones

Email: elliottian@example.org

Phone: +1-796-661-1776