

Network Tools Administrator Network Tools Administrator Network Tools Administrator Phoenix, AZ

To continue honing my LAN/WAN troubleshooting, analysis and customer service skills as a CCNP certified administrator. Work Experience Network Tools Administrator CVSHEALTH via RANDSTAD TECHNOLOGIES - Scottsdale, AZ 2018 to March 2019 Network Compliance Review, Reporting and Remediation, and SolarWinds Device Management. Worked on reviewing network compliance issues, and submitting remediation changes for issues found. Updated details of nodes within SolarWinds to prepare for Future IPAM deployment. Maintained group awareness of project completion status. Proficient with SolarWinds, HP Service Manager, and Clarity IT PPM. Network Operations Center Analyst PHACIL - Chandler, AZ 2014 to 2018 Network troubleshooting, incident reporting, and large scale network management. Performed duties with little or no supervision on complex issues involving technical troubleshooting. Worked issues impacting 1 to over 100+ end users, and insured clear communication between support groups. Proficient with ServiceNow Ticket System, Solarwinds, Enterasys Netsight Console and Enterasys NAC manager. Service Desk Analyst 2013 to 2014 Duties included over the phone customer service, computer troubleshooting, and assistance with password resets. Followed security standards for end-user identity verification during password resets. Assisted NOC with router migration and router refreshes when needed. Service Technician FRY'S ELECTRONICS - Phoenix, AZ 2012 to 2013 Duties included customer service, desktop and laptop repair and maintenance. Worked to ensure timely resolution of user cases via diagnostic troubleshooting, and on site hardware replacement. Education Certificate of Completion in Information Technology: Cisco Networking in Information Technology Arizona - Mesa, AZ Skills Ccna, Ccnp, Cisco, T1, Tcp, Tcp/ip, Solarwinds, Comptia, Security, Customer service, Phone customer service, Networking Additional Information SKILLS ? CCNP: (Aug. 2016-present) ? CCNA: Security (Nov. 2015-present) ? Cisco routers & switches (6+ years) ? Enterasys switches (4+ years) ? SolarWinds (2 years) ? DHS T1 Security Clearance (Mar. 2013-Oct.2018) ? TCP/IP Network Management(6+ Years) ? Office Suite (8+ years) ? ServiceNow (2+ years) ? COMPTIA Security+: (June 2016-June 2019) ? Phone Customer Service (5+ years) ? Customer Service (15+ years)

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