Chris Ladika

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SUMMARY

An IT specialist with experienced troubleshooting skills, network management competence in conjunction with small to medium sized business systems management knowledge, and superior customer service skills focusing on end user satisfaction.

TECHNICAL SKILLS

CODE, WEB FRAMEWORKS

Operating Systems - Windows / OSX / Linux
Languages - Python / Javascript
Web - HTML5 / CSS / Bootstrap / jQuery

ENTERPRISE SERVER DEPLOYMENT AND ADMINISTRATION

Virtualization & Management - Hyper-V / VMWare / Virtualbox
Microsoft Environment - Windows Server 2003 to 2012 R2 / Active Directory / Group Policy
Monitoring & Administration – Spiceworks

OTHER

Web - IIS / DNS / JSON
Version Control - Git
Networking - Cisco / HP / Dell (Switches, Routers, Security Appliances, Firewalls)
Backups - Symantec Backup Exec
Project Management - Agile

CERTIFICATIONS

NETWORKING

Cisco Certified Network Associate (CCNA) – September 2015
Pearson Vue CSCO12571894

EXPERIENCE

Customer Repair Advisor I, TDS Telecom
Madison, WI - 2015-Present

First line support for TDS Telecom's broadband and cable services in the western United States.

RESPONSIBILITIES

- Conducted initial troubleshooting by using knowledge of cable/video products and services
- Used various programs including Aspect Uniphi Connect, UTS, CSG, BBX and other similar portals to administrate ports, switches and voicemail
- Troubleshot 30-50 support tickets daily while minimizing recurrences
- Defused high tension situations by taking ownership, demonstrating empathy, proposing solutions and negotiating credits when appropriate
- Exceeded handletime metrics by 35% via process refinement

Enterprise Test Labs Specialist, Northwestern Mutual
Milwaukee, WI – 2012-2015

Administrator for the deployment, maintenance and monitoring of all test environment applications and environments with an eye to high availability, performance and consistency.

RESPONSIBILITIES
- Configured 140-200 workstation reservations per month for developers and QA testers

- Managed infrastructural needs based on reservation trends and planned
- Increased responsiveness through capacity upgrades, which allowed for quicker QA cycles
- Decreased issues, escalations and risks at program level and stakeholder management with respect to environments
- Implemented a project to automate reservation fulfillment using VMWare vCloud Automation
- Provisioned ~2000 vCenter machines used by the home office and development contractors
- Managed scheduling of test environments across various initiatives

Tier 1 NOC Specialist, Superior Support Resources, Inc.
Brookfield, WI 2011-2012

First line support for managed service provider, responsible for triaging and dispatching resources when required.

RESPONSIBILITIES

- Troubleshot and documented ~160 end user tickets per month
- Communicated client server needs, requirements, and potential solutions to shareholders
- Ensured client data integrity, including email databases, SQL databases, user profile data, filer servers and server system states through fine-tuning system alerts
- Documented thirteen backup management processes for in-house backup administration
- Proactively reviewed server vitals and security issues for thirty Network Operations Center (NOC) clients
- Monitored daily backups for seventy clients and dispatched engineers as required
- Mitigated server backup errors, including incomplete backups, incompatible system state backup software, feedback loops, and blocked uploads
- Monitored eighteen NOC clients' server and network systems remotely for issues.
- Performed remote network and email administrative duties, such as email tracing, user account resets/creation/rights and whitelisting/blacklisting email addresses.

Network Engineering Internship, CUNA Mutual Inc.
Madison, WI -2010

Planned and implemented the project to upgrade Cisco Secure Access Control Service (ACS) for the network and system engineering teams. Set up and configured four ACS servers across three environments to improve network device protection and tracking. Authored all training documentation to explain functions of device and access policy and configuration. Culminated in migrating 200 production network devices to the new ACS servers without service interruption.

EDUCATION
Bachelor of Business Administration, University of Wisconsin – Whitewater
IT Infrastructure, Whitewater, WI – December 2010