DAMIAN HOWARD

Saint Helens OR ◆ 720-775-5103 ◆ damian.howard1998@yahoo.com

WEBSITE & PORTFOLIO

🌐 https://dhoward.pages.dev/

in https://www.linkedin.com/damian-howard/

PROFESSIONAL SUMMARY

Ambitious network technician who aims for sound solutions and satisfied customers. Approaches each repair and maintenance task with deep respect for network users and meticulous attention to technical detail. Always willing to learn unknown topics and ready to serve as the first line of defense against network downtimes and business operations disruptions.

SKILLS

- Remote Troubleshooting
- Helpdesk Administration
- Network Support
- Fiber Break Triage and Repair (OTDR)

- Root Cause Analysis
- Command Line and GUI
- Cisco, Juniper, Fortinet, Ciena
- Coding, Web Development, Content Creation

WORK HISTORY

PSE Clerk - United States Postal Service - Scappoose, OR 01/2024-Current
Opened the store each morning without supervision and enhanced customer satisfaction by efficiently sorting, routing, and distributing 1000's of pieces of mail to appropriate P.O. boxes and route stations within the post office each day.

Network Technician II & III - **Zayo -** Denver, CO (Remote) 10/2021-12/2022
Improved network reliability for fortune 500 companies by diagnosing, repairing, and analyzing problems within the Zayo network. Repaired numerous IP and Fiber issues on the fly daily in a fast paced work environment. Worked directly with customers and technicians in a remote ticket environment.

Network Analyst - GTT - Denver, CO (Remote) 11/2020 - 10/2021
Received inbound calls from customers reporting issues within GTT network. Resolved various connectivity issues for end-users through layer 1 troubleshooting or escalating the issue for outages and equipment failures.

Student Manager - University of CO. - Boulder, CO - 07/2018 - 04/2020
Scheduled, monitored, and performed troubleshooting for recorded lectures all over campus. Trained the other student assistants and managed their schedules. Performed hardware and software installations and completed coding projects.

EDUCATION

University of Colorado Boulder B.S. Technology, Arts & Media 05/2020