


DAMIAN HOWARD

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WEBSITE & PORTFOLIO

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PROFESSIONAL SUMMARY

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

SKILLS

- Remote Troubleshooting
- Helpdesk Administration
- Network Support, Active Directory, SSO
- Fiber Break Triage and Repair (OTDR)
- Root Cause Analysis
- Command Line and GUI
- Cisco, Juniper, Fortinet, Ciena
- Coding, Web Development, Content Creation

WORK HISTORY

Customer Support Technician - NAVEX - Remote 02/2025 - Current

Received inbound calls from customers with inquiries regarding NAVEX's SaaS applications. Troubleshooting ranges from explaining application functionality to using SQL queries to verify customer data in a trouble ticket environment.

PSE Clerk - United States Postal Service - Scappoose, OR 01/2024-02/2025

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 IP and fiber issues on the fly daily in a fast paced work environment using RFC, OTDR, and loop testing. 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 Assistant 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 Bachelor of Sc Technology, Arts & Media 05/2020