Saint Helens OR ◆ 720-775-5103 ◆ [damian.howard1998@yahoo.com](mailto:damian.howard1998@yahoo.com)

**WEBSITE & PORTFOLIO**

🌐 <https://dhoward.pages.dev/>

<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 mail to appropriate P.O. boxes and route stations within the post office to ensure carriers can leave on time.

**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 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 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