

FIRST LAST

IT Network Engineer

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PROFESSIONAL EXPERIENCE

RESUME WORDED — New York, NY

2016 - Present

IT Network Engineer

- Monitored client's network topology, including LAN, WAN, and Internet Security System to ensure internet data security and privacy while maintaining company IT operations' productivity.
- Installed system software and upgrades up to five times/year to maintain a functional IT system.
- Performed troubleshooting analysis while identifying system failures and correlating events to determine the point of loss of hardware and applications, increasing operation speed to 20%.
- Troubleshot tickets associated with tier 3 LAN, WAN, and Wireless issues while configuring access points and wireless controllers at multiple sites to maintain the continuity of company functions.

GROWTHSI — New York, NY

2007 - 2016

IT Network Engineer & Consultant (2012 - 2016)

- Supported 20 SMEs with their IS Network, PC, and Disaster Recovery issues to allow fast recovery.
- Engineered Windows 2008 Active Directory Network, integrating a NAS, Windows, and Apple workstations, gaining an overall client satisfaction rate of 98% for all aspects of the project.
- Strategically saved untold \$1000s by helping a company recover from a major virus outbreak.
- Improved efficiency rate averaging to 25% for businesses by setting up secure VPN connectivity.
- Performed disaster recovery and security planning and setup for 30+ area businesses to equip them with knowledge, skills, and readiness to deal with internal and external issues/problems.

IT Consultant (2007 - 2012)

- Managed a 25-person team to monitor and ensure the accuracy of the company's stock custody.
- Provided total office automation solutions, including system design, LAN/WAN networking, training, troubleshooting, and board-level repair for 248 clients, generally gaining positive results.
- Contracted with Holland Community Company to provide office solutions to 10+ physician offices.
- Defined requirements while developing and installing 400+ complete systems for 250 auto dealerships, maintaining company success and obtaining a subsequent increase in productivity.

RESUME WORDED — Boston, MA

2001 - 2006

IT Analyst

- Oversaw the Web Development group with ten professionals, developing a portal for customers with modules of Billing, Trouble Tickets, Traffic View, Document Management, and Bandwidth.
- Utilized tools such as J2EE (JSF, JSP, servlets, struts, JDBC), Jdeveloper, Power Builder, Power Designer, Microsoft Project 2000, and Oracle to accomplish, deliver, and assist in 50+ projects.
- Launched the Oracle ERP System, Customer Portal, CRM, & Billing Systems to company affiliates.
- Led the migration from SGA Client-Server to a Web environment, gaining a success rate of 95%.

EDUCATION

RESUME WORDED UNIVERSITY

New York, NY

Bachelor of Science in Computer Science & Network Security

1996-2001

ADDITIONAL INFORMATION

- Skills: Network Configuration, Network Troubleshooting, Computer Networking, Application Delivery Networking, Network & Application Security, IT Analytics & Consulting
- Technical Skills / Software: HTTP, FTP, SIP, Fiddler, Wireshark, HttpWatch, J2EE (JSF, JSP, servlets, struts, JDBC), LAN/WAN, Internet Security Systems, Windows 2008 Active Directory Network, VPN, Oracle ERP, Customer Portal, CRM,