JON ROGOL

Information Technology Leader

PROFESSIONAL SUMMARY

Detail-oriented and results driven Information Technology leader with eight years of experience in infrastructure support, troubleshooting, administration, analysis, and documentation. 4 years of dedicated network support experience in both an ISP and LAN environment.

CONTACT

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Greenville, SC

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EDUCATION

Bachelor of Arts | Business Administration

Bob Jones University

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)

SKILLS

Routing

Switching

Wireless

VLANS

Infrastructure Support

Analysis

Deployment

Troubleshooting

EXPERIENCE

Network Technician (BMW Group Contract)
Computacenter / NTT Global | Greer, SC, USA | 2017-Current

- Responsible for maintaining, troubleshooting, installing, and supporting all Cisco/HP switches for the Spartanburg/Greenville BMW locations.
- Responsible for maintaining SLA on all tickets that are assigned to the local networking team within the Remedy ticketing system.
- Write device configurations in accordance to established standards
- Configure and deploy new devices throughout the plant. Also responsible for replacing end of life devices.
- Troubleshoot fiber connectivity issues in wiring closets and network control closets using tools such as a VFL
- Responsible for configuration and troubleshooting of Cisco access points for the plant
- Responsible for accurate Visio documentation of all switches and access points

Network Analyst I
Windstream Communications | Greenville, SC, USA | 2015-2017

- Point of contact for dispatch mitigation project
  - Reduced expenses by auditing and mitigating unnecessary dispatches
  - Compiled a weekly report containing mitigation statistics to be submitted to upper management

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CONFIGURATION

Cisco switches

Cisco access points

HP Switches

APPLICATIONS

Windows 7, 8, 10,

Linux Ubuntu

Wireshark

StableNet

Remedy ITSM

HARDWARE

Cisco Catalyst 4506-E

Cisco Catalyst 3650

Cisco Catalyst 9300 Series

Cisco ASA 5500-X Series

Nexus 5585-X

HP ComWare 5510 HI

LEADERSHIP STRENGTHS

Detail-oriented

Adaptable

Problem Solving

Resourceful

CONTINUED

- Provision and configure ATM and Ethernet DSL equipment, including routers and switches.
- Troubleshoot and support static IP configurations for small business customers
- Support and configure customer modems
- Troubleshoot DSL connection issues
- Provide support to Windstream field technicians

IT Support Specialist

Sourcelink | Greenville, SC, USA | 2014-2014

- Provide technical support to all South Carolina branch employees in two locations
- Create, maintain, and/or delete user accounts in Active Directory and Microsoft Exchange
- Researched and implemented new printer pool software for servers
- Install Windows and any additional software on PCs, installed hard drives and RAM in servers, and installed Windows Server 2008 R2 on new servers

Desktop Support Crew Chief

Bob Jones University | Greenville, SC, USA | 2011-2015

- Monitored the status of ongoing tickets in the Mac team queue and assisted other Mac technicians
- Managed queue of Mac related issues submitted by customers, taking ownership of high priority projects