

NELSON YANG

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Dedicated and experienced Network Administrator seeking to leverage my skills and expertise in network management.

Areas of Expertise and Technical Skills

Networking Protocols: TCP/IP, UDP, DHCP, DNS, Telnet, CDP, STP, VLAN, EIGRP, OSPF, VPN, VOIP
Tools: Active Directory, Wireshark, Nagios
Network Devices: SonicWall, HP, Cisco, Palo Alto, F5

EDUCATION – CERTIFICATIONS

University of Wisconsin - Madison, Madison, WI

08/2015 – 12/2018

PROFESSIONAL EXPERIENCE

Associate Network Administrator

08/2022 – 12/2022

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- Administered and maintained the organization's network infrastructure, ensuring optimal performance, security, and availability.
- Responded and provided resolutions to WLAN and LAN technologies.
- Implemented and managed firewalls, routers, and switches to support business requirements.

Technical Support Engineer

04/2020 – 02/2022

8x8 - Tier 2

- Provided network support and 8x8 VoIP support through a ticket-based system, addressing issues related to connectivity, hardware, and software issues.
- Identify errors in Knowledge Base articles and maintain up-to-date customer and support usage information.
- Escalate high-priority issues to Tier 3 and notify managers of potential complications by looking at customer trends, network traffic, and possible outages that affect 8x8.

IT Tech

07/2019 – 08/2022

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- Configured SonicWALL and set up site-to-site VPN and SSL VPNs for users
- Set up computer equipment and printers, and installed software for employees.
- Diagnosed and resolved electronic, network, and mechanical problems.
- Maintained and configured desktops, laptops, and printers