Sean Whitfield

300 NE Moberly Lane Apt. D-12

Bentonville, AR 72712

(831) 917-4440

E-mail:hire.sean@live.com

Information Systems Knowledge Base Highlights

_____

Networking:

Extensive knowledge of Cisco Intermediate Operating System. Well versed configuring and troubleshooting multiple routing protocols, Cisco proprietary and open system. Working knowledge of Cisco Call Manager Express.

Professional Experience

_____

NCR; Professional Services Consultant * May 2017-June 2018

* Escalation point for tech leads seeking resolution for impacting site issues.

* Provides progress updates for ongoing projects.

* Works with client to evaluate and solve shipping and/or equipment issues.

* Complete and submit client order requests.

* Update shared databases with current status site information.

NCR; Level 3 Support Help Desk Walmart * September 2015-May 2017

* Provides resolution for escalated service tickets.

* Works with clients to evaluate and solve technical problems.

* Troubleshoots network performance.

* Recommends upgrades, patches, and new applications and equipment.

Mercy Health; Network Administrator* September 2014-May 2015

*Responsible for upgrading over 2,000 end user workstations to Windows 7.

*Responsible for rolling out new Windows 7 end user workstations.*Respoonsible for troubleshooting cabling to all workstations.

Serco; Contract Network Engineer II * October 2013-June 2014

*Provide level I support for 1600 end users.

*Provide onsite touch support services for Network Operations Center.

*Responsible for installing Cisco router model ASR series and Cisco switch model 6500 series during rollout.

*Responsible for installing Cisco Voice Gateway 2800 series Integrated Service routers

during rollout.

*Responsible for installing all end user thin client workstations during rollout.

Compucom; Wal-Mart Network Administrator * March 2012-December 2012

*Provide level II help desk support for Network Operations Center to support over 5,000 domestic and international stores and distribution centers.

*Provide touch support services for Network Engineering Operations Organization at data center and home office sites.

*Ability to troubleshoot down network services for any of the 5,000 domestic and international stores and distribution centers.

Tek Systems; Wal-Mart Cisco Voice Over IP Support Associate * June 2011-January 2012

*Provide vendor specific support to on site technicians.

*Provide support services to the customer.

*Ability to troubleshoot down Cisco phone systems to restore service.

Wal-Mart; Network Operations Center Technician * 2008-2011

*Ensure maximum possible service availability and performance of network for employees and customers.

*Provide vendor network services on core equipment.*Provide support services for Engineering and other technical teams.

*Ability to troubleshoot down sites and choose correct decision path for restoration of service.

Wal-Mart; Field Support Second Shift * 2007-2008

* Help Desk techs to take incoming calls on the helpdesk.

* Provides day-to-day customer contact; actively seeks resolution to customer problemswith designated troubleshooting steps.

* Interfaces with technical & in-house customer service personnel to determine exact nature of problem: implements procedures for resolution.

* Documents problems & correction procedures.

* Ability to respond to & resolve customer inquiries.

* Ability to maintain log of customer inquiries/concerns.

* Ability to follow procedural guidelines to respond to and/or research customer questions.

Education and Training

Liberty University: Masters in Cyber Security

Northwest Arkansas Community College: Cisco Network Academy Graduated 2008

John Brown University: Business Administration Graduated 2005