John Smith

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NETWORK & INFORMATION TECHNOLOGY ANALYST

- A highly-skilled recent graduate with a Business Technology Management degree, majoring in Telecommunications and Infrastructure. Over 4 years of experience maintaining, securing, and stabilizing computing infrastructure and network communications and providing ongoing technical support and solutions with quick and efficient turn-around.
- Proven ability to improve system uptime and system resiliency, effectively communicate with end-users to debug programming problems and create solutions.
- Able to clearly understand problems and come to proper solutions through the utilization of troubleshooting, critical thinking, teamwork, and communication. Proven experience translating complex subject material into clear, understandable solutions for users and colleagues.
- An effective communicator who easily builds consensus among diverse groups such as Programmers, Designers, Developers, Engineers and others from all organizational levels and cultural backgrounds.
- Extremely organized, able to work within multiple teams to provide solutions and blend a rich mix of detail with planning and goal-setting acumen to achieve objectives.

CORE STRENGTHS

- Strategic Planning & Operations
- Technical Support & Assistance
- Network Mapping, Network Issue Debugging & Network Traffic Analysis
- Assemble, Configure & Troubleshoot Hardware & Software Issues on Servers, Windows, Mac, and Linux Platforms.
- Project Coordination and Management
- Quality Testing & Assurance
- Product Enhancement & Optimization
- Reporting & Documentation
- Business Process Analysis, IT Feasibility & Strategic Deployment of IT Initiatives
- Object Oriented Application Development

TECHNICAL SKILLS

- OSI & TCP/IP Protocol Stack
- Layer 3 Routing Protocols (OSPF, RIP, MPLS, BGP, EIGRP) & Cisco IOS Operating System
- Transparent Bridging & Layer 2 Protocols (Spanning Tree, Frame Relay, VTP)
- Internet Technologies (DHCP, DNS, SMTP, Active Directory, Group Policy)
- VMware & Hyper-V
- Security Technology Configuration (VPNs, Iptables, Firewalls, Cryptography, Virus Detection & Prevention)
- Visual Basic Scripting in Excel
- Microsoft Project & Visio Proficiency

WORK EXPERIENCE

Ryerson Digital Enterprises   Jan. 2020 - present
Network and Infrastructure Specialist

- Design, implement, and maintain network infrastructure to ensure high availability, scalability, and security of network systems.
- Provide technical support to end-users to troubleshoot and resolve network and infrastructure-related issues.
- Perform routine maintenance and upgrades of network equipment and systems, including firewalls, switches, routers, and servers.
- Ensure compliance with security and data privacy regulations, such as PCI-DSS and GDPR.

Transolver LLC   Apr. 2013 - Dec. 2020
Network Administrator

- Monitored network performance and proactively identified and resolved issues to ensure high availability and reliability of network systems.

- Conducted routine network maintenance tasks, such as software updates, backups, and security patches.
- Developed and maintained network documentation, including network diagrams, configurations, and policies.
- Stayed up-to-date with emerging trends and technologies in the network field, and made recommendations for improvements to existing systems.

University of Pretoria   **Jan. 2011 - Feb. 2013**
Infrastructure Maintenance Supervision Internship

- Assisted in the maintenance and repair of the university's infrastructure, including electrical systems and HVAC.
- Provided support to senior staff on infrastructure projects, including construction, renovation, and repair work.
- Learned about the importance of safety and regulatory compliance in infrastructure maintenance work.
- Gained exposure to a range of career opportunities in the infrastructure maintenance and construction field.

EDUCATION

Business Technology Management Degree – Bachelor of Commerce   **2008 - 2010**
University of Pretoria

- Major in Telecommunications and Infrastructure
- Completed a year-long major project, acted as a consultant for the non-profit organization, the Institute of Work and Health. Analysed business processes, information systems and technology and made recommendations for improvements. Contacted vendors who could implement solutions in the most cost-effective manner, presented solutions to the company.
- Studied the intersection of business and technology, including topics such as e-commerce, digital marketing, and cybersecurity.
- Researched emerging technologies and their potential impact on businesses, such as artificial intelligence, blockchain, and the Internet of Things.

Telecommunications Technology Co-op Diploma   **2004 - 2007**
Durban Technical College, Institute of Technology and Advanced Learning

- Studied the fundamentals of telecommunications technology, including topics such as network architecture, transmission systems, and data communication.
- Gained hands-on experience with industry-standard equipment and software used in the telecommunications industry.
- Gained knowledge of industry regulations and standards, such as the National Electrical Code (NEC), the International Telecommunication Union (ITU), and the Institute of Electrical and Electronics Engineers (IEEE).
- Prepared for a career in telecommunications technology, with opportunities in areas such as network engineering, system administration, project management, and technical sales.

High School Diploma   **1999 - 2003**
Maritzburg College High School

- Completed an academic program that included coursework in mathematics, science, information technology, English, and Afrikaans
- Gained a broad knowledge base and critical thinking skills that prepared for further education and employment.
- Participated in a variety of extracurricular activities, such as sports teams, clubs, and community service organizations.