

# Reina Irizarry

## Systems Specialist

**IT professional with 2+years of experience** in an enterprise WLAN and wireless broadband company. Proven ability to manage multiple networking projects while meeting challenging deadlines and providing pre-sales support to increase company revenue.

### PERSONAL DATA

#### A Phone Number:

815-272-3128

#### Address:

1038 Murphy Dr – Romeoville, IL 60446

#### Email:

reinalizirizarry@gmail.com

### EDUCATION

Currently perusing a bachelor's degree in Interactive Media for Lewis University. (Expected graduation 2019)

Associates from College of Dupage

High School diploma from Romeoville High.

### VOLUNTEERWORK

Bikes for tykes in Aurora.

Feed my starving children

GEMS afterschool program in Joliet.

Mutual Ground Women's shelter provided donations and contributions in Aurora.

### CAREER HISTORY

**SYSTEMS SPECILIAST** at WAV, Inc.  
Aurora, IL ▪ 2014 to present

- Handle technical troubleshooting within an enterprise environment. Engaged and tracked level 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.
- Stage projects including pre-configuration and provisioning of network equipment.
- Process wireless signal heat maps and wireless link profiles using predictive analysis software.
- Provide pre-sales and post-sales support to internal sales team and customers.
- Process FCC licensed frequency coordination requests.
- Design and support L2, WLAN, and wireless broadband networks.

**COMPUTERS ASSOCIATE** at Best Buy  
Bolingbrook, IL ▪ 2012-2014

- Provided guidance for customers who were looking to purchase computers, provided suggestions, showed them different solutions and lead them through the payment procedures.
- Suggested additional items such as printers and scanners to go with the original computer purchase
- Assisted in creating more effective ways to offer upsells to customers especially warranty upsells.

### MAJOR ACHIEVEMENTS

#### Ruckus WiSE Level 1 Certification:

- Certification for designing, deploying, managing, and supporting wireless networks consisting of a range of Ruckus products, including Zone Director controllers and Access Points.

#### RG Nets NE certification:

The rXg NE certification involves configuring a sample network

- Gateway and cluster preparation

(continued) 

- WAN and LAN configuration
- Policy creation

**Cambium Networks Radio Certifications:**

- PTP 820S and C Wireless broadband
- EPMP 1000 Unlicensed Radio
- PMP 450i 3.65 Radio

**ADDITIONAL SKILLS**

Spanish:



Intermediate