

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

Phone Number:

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EDUCATION

Currently perusing a bachelor's degree in Computer Science for Lewis University. (Expected graduation December 2018)

High School diploma from Romeoville High.

VOLUNTEER WORK

Hassed House Homeless Shelter in Aurora.

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

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- 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