

# Sarah Jones

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## PROFESSIONAL SUMMARY

Versatile and analytical professional with a strong foundation in problem-solving, technical troubleshooting, and system optimization. Adept at identifying vulnerabilities, implementing security measures, and maintaining the integrity of digital and network infrastructures. Highly skilled in data analysis, risk assessment, and collaboration across teams to enhance operational efficiency and security. Adaptable to fast-paced environments, quick to learn new technologies, and committed to continuous professional growth. Passionate about leveraging technical expertise to drive innovation, improve processes, and strengthen cybersecurity defenses in an ever-evolving digital landscape.

## SKILLS

- Networking & Infrastructure: OSI Model, TCP/IP, Routing & Switching, Wireless Access Points, Ethernet, Fiber (Multimode/Single mode), Network Topology
- Cybersecurity Knowledge: Network Security Principles, Access Control, Secure Configuration of VOIP and Modem/Router Systems
- Industry Standards & Protocols: IEEE, ANSI, Bridging, Transport Protocols
- Tools & Technologies: Ticketing Systems, Modem/Router Scripting, KITTY, VOIP Platforms
- Systems & Devices: QAM, VECIMA, ATX UCRYPT, TIVO, Cable Cards
- Technical Aptitude: Fast-paced Troubleshooting, Remote Diagnostics, Collaborative Support for Enterprise and Government Systems
- Soft Skills: Quick Learner, Adaptable, Strong Communication in Cross-Functional Environments

## EDUCATION

### Associate of Science in Cybersecurity

Expected: 2026

Southern New Hampshire University (Manchester, NH; online)

- GPA 3.9, honors roll, relevant coursework: Network Security, Ethical Hacking, Risk Management, Digital forensics
- Certificate (FTTx Basics, IP Voice, High-Speed Data Customer Service, Cable Network Overview, Internetworking with TCP/IP, Python, Ethical Hacking Fundamentals, Network Security Essentials)

## PROFESSIONAL EXPERIENCE

### Workforce Management Administration

September 2024 – Present

Spectrum (Saint Louis, MO)

- Diagnose and resolve IP phone login failures, ensuring proper configuration of agent IDs, AUX codes, skill assignments, and adherence timeframes.
- Partner closely with network engineers and local IT teams to troubleshoot and escalate infrastructure-related telephony issues.
- Co-developed a custom Avaya ID generation database, automating the provisioning process and reducing manual input errors.
- Designed and implemented Excel macros to automate data sorting, categorization, and report generation, improving efficiency.
- Conduct weekly audits across all sites to ensure data integrity, compliance, and system accuracy.
- Develop comprehensive workbooks and analytics reports tailored to operational needs, supporting strategic decision-making.

### DOJ Tier 3 Helpdesk

January 2022 – September- 2024

Spectrum (Saint Louis, MO)

- Created and assigned Static IPs, scripted modems/routers, and worked with business and enterprise accounts to configure and provision VOIP services.

- Handled supervisor escalation tickets and calls, ensuring high-priority issues were resolved efficiently.
- Submitted and worked on SCI, TMS, and UCM work tickets for hosted voice services and system optimizations.
- Worked with TIVO/cable cards, QAM/VECIMA, ATX UCRYPT, and scripted using KITTY for network automation.
- Assisted in the development and documentation of technical standards to improve troubleshooting efficiency.
- Managed multiple projects and system configurations, ensuring compliance with company policies and procedures.

#### **Network Operations Technician**

**May 2021 – January 2022**

##### **Computer Generated Solutions; Sprint/T-Mobile (Remote)**

- Monitored and troubleshoot cell tower connectivity issues remotely, ensuring optimal network performance.
- Diagnosed and resolved cellular network disruptions, improving signal strength and call quality for customers.
- Provided technical support for wireless network infrastructure, including LTE and emerging 5G technologies.
- Utilized network monitoring tools to identify outages and coordinate with field technicians for on-site repairs.
- Managed and resolved customer-reported connectivity issues via ticketing systems, reducing downtime.
- Assisted in configuring and optimizing remote network settings to enhance service reliability.
- Documented troubleshooting steps and solutions to enhance knowledge-sharing and process improvement.

#### **Lead/Assistant Manager**

**September 2019 – January 2021**

Sprint (Charlotte, NC)

- Interviewed customers for relevant information and properly led them through diagnostic procedures to determine the source of their problem with a Sprint product.
- Logged and tracked customer calls in a computer database and research, document and recommend new methods or modifications to the customer support processes.