1. Optimized system security and performance with proactive changes such as [Type] and [Type].
2. Led server infrastructure development, quality assurance, staging and production systems.
3. Performed network security design and integration duties.
4. Standardized job tasks and trained junior team members on industry best practices and standards.
5. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
6. Monitored networks and network devices to resolve technical problems quickly.
7. Maintained flexible schedule and responded to after-hours and weekend emergencies.
8. Resolved issues and escalated problems with knowledgeable support and quality service.
9. Designed and evaluated WAN and LAN connectivity technologies.
10. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
11. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
12. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
13. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
14. Made recommendations regarding information technology infrastructure overhauls.
15. Diagnosed and executed resolution for all network and server issues.
16. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
17. Actively listened to customers' requests, confirming full understanding before addressing concerns.
18. Completed minor preventative maintenance and mechanical repairs on equipment.
19. Carried out day-day-day duties accurately and efficiently.
20. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.