1. Monitored servers and escalated emergency technical issues beyond scope to maintain optimum up-time.
2. Administered and prepared programs for IP addresses, developed network resources and trained support personnel to provide Tier I support to end users.
3. Sustained optimal sender score on two IPs, enhancing inbox delivery and corresponding metrics while improving delivery metrics from [Number]% to [Number]%.
4. Conducted security assessments and made recommendations for disaster recovery, remote access, network appliances, servers and directory services security.
5. Developed strategies, budgets and deployment plans to inform and influence management and stakeholders.
6. Demonstrated proficiency in Linux, virtual platforms and cloud connectivity.
7. Demonstrated advanced knowledge of large-scale global enterprise network operations and security.
8. Completed efficient and effective troubleshooting of complex multi-vendor network service provider issues.
9. Provided firewall and VPN management, [Type] security and incident response.
10. Supported multi-tier architectures, including application of tier isolation best practices.
11. Liaised with cabling infrastructure vendors and domestic and international ISPs.
12. Identified means to reduce and control expenses by conducting cost, schedule and contract performance analysis and improving resource allocation.
13. Managed application patches, data backup, security changes and network configuration and replaced boards, changed servers and loaded and tested software applications.
14. Introduced automation of monitoring system for 24/7 network systems, bolstering continuity of operations.
15. Performed troubleshooting for Juniper, Cisco and packet analysis.
16. Demonstrated success in dealing with firewalls, IDS/IPS, SEIM, access control and load-balancing.
17. Monitored network capacity and performance, as well as diagnosed and resolved complex network problems.
18. Provided detailed technical documentation, including network diagrams, process flow charts and procedural guidelines.
19. Managed, tracked and coordinated problem resolution and escalation processes.
20. Demonstrated strong analytical, troubleshooting and problem-solving skills.