1. Monitored stability of network and wireless services to deliver comprehensive stability.
2. Managed data backups and disaster recovery operations for [Number]-person company.
3. Produced average of [Number] closed trouble tickets [Timeframe].
4. Closed trouble tickets quickly and efficiently with rate of [Number] completed tasks per [Timeframe].
5. Optimized network operations by monitoring, troubleshooting and enforcing Department of Defense (DoD) security compliance.
6. Facilitated smooth network operations for [Number] on-site users, and total of [Number] users across [Number] locations for $[Number] million catalog company.
7. Introduced [Software] infrastructure and management tools to create and manage virtual server computing environment.
8. Installed, configured, and supported local area network (LAN), wide area network (WAN) and Internet system.
9. Rewrote and updated group policy with new domain move and domain level raise.
10. Performed system maintenance and upgrades, including patches, service packs, hot fixes and new security configurations.
11. Drafted training materials and organized training sessions for [Number] new employees.
12. Verified continuity of computer and telephone system services for users through technical expertise, assistance and project coordination.
13. Experienced in supporting [Type] routers, switches, wireless access points and network servers.
14. Developed and refined build process and configurations, and contributed to network automation.
15. Backed up company data to distributed storage centers to avoid massive data loss in event of network breach or failure.
16. Increased knowledge base for help desk staff by authoring documentation for system configuration and troubleshooting.
17. Provided planning for annual budgets to fund IT projects and controlled spending within budget.
18. Provided all required network documentation to inform management.
19. Configured, monitored and maintained email applications and virus protection software.
20. Technically supported project planning team for development and implementation of proposals and solutions to address hardware and software problems and network emergencies.