1. Facilitated smooth network operations for [Number] on-site users, and total of [Number] users across [Number] locations for $[Number] million catalog company.
2. Verified continuity of computer and telephone system services for users through technical expertise, assistance and project coordination.
3. Drafted training materials and organized training sessions for [Number] new employees.
4. Produced average of [Number] closed trouble tickets [Timeframe].
5. Performed system maintenance and upgrades, including patches, service packs, hot fixes and new security configurations.
6. Closed trouble tickets quickly and efficiently with rate of [Number] completed tasks per [Timeframe].
7. Optimized network operations by monitoring, troubleshooting and enforcing Department of Defense (DoD) security compliance.
8. Rewrote and updated group policy with new domain move and domain level raise.
9. Monitored stability of network and wireless services to deliver comprehensive stability.
10. Managed data backups and disaster recovery operations for [Number]-person company.
11. Installed, configured, and supported local area network (LAN), wide area network (WAN) and Internet system.
12. Introduced [Software] infrastructure and management tools to create and manage virtual server computing environment.
13. Deployed antivirus and security solutions throughout entire system network.
14. Administered quality customer service to in-house staff and satisfied concerns on [Timeframe] basis.
15. Identified copious staff skills advancement opportunities across all company departments.
16. Comprehensively maintained stability of essential data backups on [Timeframe] basis.
17. Conducted comprehensive system audits on [Timeframe] basis.
18. Developed exhaustive data reports and analysis to upper-management on [Timeframe] basis.
19. Secured integrity of data within [Company]'s network system for over [Number] years.
20. Operated as project manager for IT adjacent projects, providing solutions to staff on case-by-case basis.