1. Monitored servers and escalated emergency technical issues beyond scope to maintain optimum up-time.
2. Monitored networks and network devices to resolve technical problems quickly.
3. Oversaw network performance, making changes to boost overall efficiency and power.
4. Determined feasibility, functionality and potential benefits of proposed systems.
5. Administered and prepared programs for IP addresses, developed network resources and trained support personnel to provide Tier I support to end users.
6. Performed day-to-day LAN and WAN administration, maintenance and support.
7. Conducted security assessments and made recommendations for disaster recovery, remote access, network appliances, servers and directory services security.
8. Maintained company servers, computers, printers, cables and other equipment.
9. Diagnosed network problems involving combination of hardware, software, power and communications issues.
10. Administered software licensing and purchasing for effective installation of network.
11. Provided detailed technical documentation, including network diagrams, process flow charts and procedural guidelines.
12. Checked rigorous application of information security policies, principles and practices for continuous delivery of network services.
13. Demonstrated success in dealing with firewalls, IDS/IPS, SEIM, access control and load-balancing.
14. Advised network users regarding hardware requirements, configurations and limitations.
15. Performed troubleshooting for Juniper, Cisco and packet analysis.
16. Provided security incident triage and response, including [Task] and [Task].
17. Configured and performed troubleshooting with routing and switching protocols, including [Type] and [Type].
18. Sustained optimal sender score on two IPs, enhancing inbox delivery and corresponding metrics while improving delivery metrics from [Number]% to [Number]%.
19. Implemented WAN and LAN designs in multi-datacenter configurations.
20. Oversaw development and maintenance of computer systems, server upgrades and operating systems.