1. Monitored networks and network devices to resolve technical problems quickly.
2. Made recommendations regarding information technology infrastructure overhauls.
3. Designed and evaluated WAN and LAN connectivity technologies.
4. Diagnosed and executed resolution for all network and server issues.
5. Resolved issues and escalated problems with knowledgeable support and quality service.
6. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
7. Standardized job tasks and trained junior team members on industry best practices and standards.
8. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
9. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
10. Performed network security design and integration duties.
11. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
12. Led server infrastructure development, quality assurance, staging and production systems.
13. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
14. Maintained flexible schedule and responded to after-hours and weekend emergencies.
15. Optimized system security and performance with proactive changes such as [Type] and [Type].
16. Demonstrated respect, friendliness and willingness to help wherever needed.
17. Saved $[amount] by implementing cost-saving initiatives that addressed long-standing problems.
18. Led projects and analyzed data to identify opportunities for improvement.
19. Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
20. Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.