1. Monitored networks and network devices to resolve technical problems quickly.
2. Maintained flexible schedule and responded to after-hours and weekend emergencies.
3. Optimized system security and performance with proactive changes such as [Type] and [Type].
4. Performed network security design and integration duties.
5. Diagnosed and executed resolution for all network and server issues.
6. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
7. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
8. Standardized job tasks and trained junior team members on industry best practices and standards.
9. Made recommendations regarding information technology infrastructure overhauls.
10. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
11. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
12. Resolved issues and escalated problems with knowledgeable support and quality service.
13. Designed and evaluated WAN and LAN connectivity technologies.
14. Led server infrastructure development, quality assurance, staging and production systems.
15. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
16. Drove operational improvements which resulted in savings and improved profit margins.
17. Led [type] team in delivery of [type] project, resulting in [result].
18. Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
19. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
20. Used coordination and planning skills to achieve results according to schedule.