1. Resolved issues related to operational components for LAN, WAN and voice systems.
2. Wrote and maintained custom scripts to increase system efficiency and performance time.
3. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
4. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
5. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
6. Defined enterprise processes and best practices and tailored enterprise processes for applications.
7. Managed use of various types of databases and configured, installed and upgraded new ones.
8. Designed and implemented system security and data assurance.
9. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
10. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
11. Managed and monitored all installed systems for highest level of availability.
12. Oversaw development and maintenance of organization computer systems and intranet.
13. Installed, configured, tested and maintained operating systems, application software and system management tools.
14. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
15. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
16. Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
17. Served customers in a friendly, efficient manner following outlined steps of service.
18. Worked closely with [job title] to maintain optimum levels of communication to effectively and efficiently complete projects.
19. Delivered [product or service] to customer locations within specific timeframes.
20. Eliminated downtime and maximized revenue by providing top project quality control.