1. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
2. Defined enterprise processes and best practices and tailored enterprise processes for applications.
3. Installed, configured, tested and maintained operating systems, application software and system management tools.
4. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
5. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
6. Managed and monitored all installed systems for highest level of availability.
7. Designed and implemented system security and data assurance.
8. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
9. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
10. Wrote and maintained custom scripts to increase system efficiency and performance time.
11. Oversaw development and maintenance of organization computer systems and intranet.
12. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
13. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
14. Resolved issues related to operational components for LAN, WAN and voice systems.
15. Managed use of various types of databases and configured, installed and upgraded new ones.
16. Resolved conflicts and negotiated mutually beneficial agreements between parties.
17. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
18. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
19. Led projects and analyzed data to identify opportunities for improvement.
20. Successfully maintain clean, valid driver's license and access to reliable transportation.