1. Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
2. Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
3. Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
4. Defined enterprise processes and best practices and tailored enterprise processes for applications.
5. Oversaw development and maintenance of organization computer systems and intranet.
6. Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
7. Resolved issues related to operational components for LAN, WAN and voice systems.
8. Designed and implemented system security and data assurance.
9. Managed use of various types of databases and configured, installed and upgraded new ones.
10. Managed and monitored all installed systems for highest level of availability.
11. Implemented network security equipment, including firewalls, two-factor authentication, and antivirus software for networks supporting [Number] users.
12. Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
13. Installed, configured, tested and maintained operating systems, application software and system management tools.
14. Wrote and maintained custom scripts to increase system efficiency and performance time.
15. Participated in all phases of system development life cycle, from requirements analysis through system implementation.
16. Identified issues, analyzed information and provided solutions to problems.
17. [Type] hardware proficiency
18. Led [type] team in delivery of [type] project, resulting in [result].
19. Increased customer satisfaction by resolving [product or service] issues.
20. Used critical thinking to break down problems, evaluate solutions and make decisions.