1. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
2. Diagnosed and executed resolution for all network and server issues.
3. Made recommendations regarding information technology infrastructure overhauls.
4. Performed network security design and integration duties.
5. Resolved issues and escalated problems with knowledgeable support and quality service.
6. Optimized system security and performance with proactive changes such as [Type] and [Type].
7. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
8. Maintained flexible schedule and responded to after-hours and weekend emergencies.
9. Monitored networks and network devices to resolve technical problems quickly.
10. Designed and evaluated WAN and LAN connectivity technologies.
11. Eliminated downtime and maximized revenue by providing top project quality control.
12. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
13. Led server infrastructure development, quality assurance, staging and production systems.
14. Standardized job tasks and trained junior team members on industry best practices and standards.
15. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
16. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
17. Worked closely with [job title] to maintain optimum levels of communication to effectively and efficiently complete projects.
18. Exceeded goals through effective task prioritization and great work ethic.
19. Developed and implemented performance improvement strategies and plans to promote continuous improvement.
20. Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.