1. Diagnosed and executed resolution for all network and server issues.
2. Performed network security design and integration duties.
3. Resolved issues and escalated problems with knowledgeable support and quality service.
4. Planned and implemented [Type] upgrades to system hardware and software, resulting in [Result].
5. Led server infrastructure development, quality assurance, staging and production systems.
6. Optimized system security and performance with proactive changes such as [Type] and [Type].
7. Standardized job tasks and trained junior team members on industry best practices and standards.
8. Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
9. Analyzed complex project server issues and worked on large enterprise and business-critical applications.
10. Designed and evaluated WAN and LAN connectivity technologies.
11. Resolved conflicts and negotiated mutually beneficial agreements between parties.
12. Maintained flexible schedule and responded to after-hours and weekend emergencies.
13. Monitored networks and network devices to resolve technical problems quickly.
14. Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support.
15. Adhered to social distancing protocols and wore mask or face shield at all times.
16. Used critical thinking to break down problems, evaluate solutions and make decisions.
17. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
18. Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
19. Collaborated with [department or management] to achieve [result].
20. Made recommendations regarding information technology infrastructure overhauls.