1. Recommended network security standards and upgrades to management.
2. Administered and prepared programs for IP addresses, developed network resources and trained support personnel to provide Tier I support to end users.
3. Conducted security assessments and made recommendations for disaster recovery, remote access, network appliances, servers and directory services security.
4. Sustained optimal sender score on two IPs, enhancing inbox delivery and corresponding metrics while improving delivery metrics from [Number]% to [Number]%.
5. Monitored servers and escalated emergency technical issues beyond scope to maintain optimum up-time.
6. Improved MS Exchange migration, switch configuration and fiber optic splicing and termination.
7. Collaborated with [Job title]s in disaster planning, network backup and recovery process monitoring.
8. Managed application patches, data backup, security changes and network configuration and replaced boards, changed servers and loaded and tested software applications.
9. Provided security incident triage and response, including [Task] and [Task].
10. Provided detailed technical documentation, including network diagrams, process flow charts and procedural guidelines.
11. Identified means to reduce and control expenses by conducting cost, schedule and contract performance analysis and improving resource allocation.
12. Introduced automation of monitoring system for 24/7 network systems, bolstering continuity of operations.
13. Supported multi-tier architectures, including application of tier isolation best practices.
14. Contributed to implementation and support of SNMP monitoring software and other network monitoring tools.
15. Demonstrated proficiency in Linux, virtual platforms and cloud connectivity.
16. Performed virtual machine provisioning, VM priority setup, and template cloning.
17. Configured, managed and evaluated multi-protocol network elements for effective end-to-end communications.
18. Developed strategies, budgets and deployment plans to inform and influence management and stakeholders.
19. Managed, tracked and coordinated problem resolution and escalation processes.
20. Demonstrated strong analytical, troubleshooting and problem-solving skills.