Name
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Summary

Associate's in network technology with Cisco associate and security certifications. Completing internship with technology company. Over a year of experience as a network support assistant at college.

Skills

- Technical support
- Monitoring network traffic and usage
- Configuration of networks and systems
- Backing up servers and systems
- Documenting issues and resolution strategies
- Cisco Certified Network Associate (CCNA)
- Network security
- Voice/Data integration
- Problem-solving
- Troubleshooting

Work Experience

Network Specialist Intern, May 2017 – Current
Pacaaa, Portland, OR

- Assist with overhaul of enterprise-grade routers, server operating systems, and other network and hosting equipment
- Perform daily backups on all PacNet servers
- Support VPN account usage and gateways and provided troubleshooting services for users
- Identify several ways to decrease network downtime and work with specialists to implement the best solutions
- Respond to more than 10 queries a day about network settings and resolve employee and user issues

Network Support Assistant, Jan. 2016 – Apr. 2017
ABZ Collage, Vancouver, WA

- Traced sources of network issues and whether the problem had to do with campus servers and network technology, user errors, or other irregularities
- Created, changed, and deleted user identification for current students and staff members
- Pointed out issues with network access in various locations on campus, identifying locations in need of signal boosting or wired connections
- Assisted with installation of software on dual-booted machines in campus computer labs

- Worked with security team to identify unauthorized access attempts and block compromised systems from accessing the network without an antivirus scan

IT Support Office, Sept. 2015 – Apr. 2017
XYZ College, Vancouver, WA

- Offered assistance to students and instructors on campus machines and personal computers logged onto college networks
- Reduced average length of time to resolve support tickets from 72 hours to 24 hours
- Answered questions about getting campus wireless access to work on personal computers and provided resources for software difficulties
- Supplied and maintained printing labs on campus and assisted with system to manage printing credits
- Resolved issues involving official email addresses and forwarding for students and faculty

Education

Associate of Applied Technology in Network Technologies – 2017
ABC, Vancouver, WA

Cisco CCNA Security Certificate – 2017
XYZ, Vancouver, WA

Cisco CCNA Certificate – 2015
ABC, Vancouver, WA