

NETWORK ADMINISTRATOR

Summary

Analytical Network Administrator adept at resolving complex network issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards.

Highlights

Server administration, Technical documentation, Network security, Network management, Data backups, Disaster recovery, Project Management, LAN Knowledge, Proxy Servers, Networking Knowledge, Network Design and Implementation, Network Troubleshooting, Network Hardware Configuration, Network Performance Tuning Microsoft Office expert

Microsoft Certified Solutions Associate (MCSA) Certificate

DHCP/DNS Ethernet and Firewall proficient

MS Office proficiency

Microsoft Certified Solutions Associate (MCSA): [\[Name of Microsoft technology\]](#)

Microsoft Certified Technology Specialist (MCTS): [\[Name of Microsoft technology\]](#)

- Exceptional telephone etiquette
- Patient and diligent
- Troubleshooting proficiency
- Windows XP/Vista
- Proficient in AVG, Printers, PC Security systems

Accomplishments

- Exceeded monthly goals by successfully handling more than 80 trouble tickets per week.

Experience

Network Administrator Feb 2006 to Mar 2016

Company Name

Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards.

Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization.

Secures network system by establishing and enforcing policies; defining and monitoring access.

Reporting network operational status by gathering, prioritizing information; managing projects.

Maximizing corporate network services uptime.

Giving over the phone, email and remote support to customers.

Implementing network security measures to protect data, software, and hardware.

Utilizes Active Directory to manage user accounts, create groups, and computer accounts Administering a Microsoft Windows Server network of servers.

Investigating problems and then making technical recommendations.

Resolving network operational issues.

Installing and testing server software on a variety of platforms.

Professional Accomplishment: Successfully migrated users and computers from Novell NetWare to Microsoft Active Directory Successfully upgraded Windows Server 2003 Server to Server 2008 Successfully upgraded Windows Server 2008 Server to Server 2012 Successfully upgraded network infrastructure and configured Cisco 2950 switches for 66 Federal Contract Towers in the State of Florida Successfully migrated Computers and users from windows XP to Windows 7.

Resolved customer complaints and concerns with strong verbal and negotiation skills. Trained new employees and explained protocols clearly and efficiently. .

Troubleshoot hardware issues and worked with service providers to facilitate repairs.

Created new account, reset passwords and configured access for users. Troubleshoot hardware issues and worked with service providers to facilitate repairs. Developed documentation for common processes for both support staff and end-users.

Education

Computer Information System/Network Engineering Barry University

Project Management Professional Florida Atlantic University

Six sigma GreenBelt Florida Atlantic University

Certifications

Microsoft Certified Systems Administrator Microsoft Certified Systems Engineer Microsoft Certified Technology Specialist ITIL Foundation V3
Certified Comptia A+ Certification

Skills

A+ Certification, Active Directory, Cisco, hardware, designing, directing, Disaster recovery, email, ITIL, LAN, managing, access, Microsoft Certified, Microsoft Certified Systems Engineer, Windows 7, Microsoft Windows, windows XP, Network Administrator, Network management, Network Hardware, Network Design and Implementation, Network security, Network Troubleshooting, Network, Networking, Novell NetWare, optimization, policies, Project Management, Proxy, Reporting, scheduling, Servers, Six Sigma, switches, system configuration, Technical documentation, phone, troubleshooting, upgrades, Windows Server