

# CLIENT NAME

**Location:** Hawthorne, California 12345 • **Mobile:** 222.222.2222 • **Email:** infotech@email.com • **LinkedIn**

## ~ NETWORK ENGINEER | NOC ENGINEER ~

### QUALIFICATIONS PROFILE

**Solutions-focused, technically inclined, and analytical IT professional with comprehensive experience in the design and implementation of network upgrades and expansions.**

Adept at preventing downtime through proactive monitoring of network devices, prompt response to alerts, routine maintenance, and keen documentation of network configurations and changes. Well-versed in executing network upgrades and new system integrations to accommodate growth and technological advancement. Skilled at working with various technical teams to resolve complex network issues and implement solutions, while ensuring network security measures adhere to established security policies and procedures. Equipped with up-to-date knowledge of current trends, advancements, networking protocols, and technologies in network data, essential for strategizing and innovating initiatives to sustain the company's competitive advantage.

### AREAS OF EXPERTISE

**Vulnerability Monitoring | Network Infrastructure Support | Internet Protocol Routing | Performance Tuning  
Switches, Firewall, and Router Configuration | Issue Troubleshooting | Network Security Protocol Execution  
Operational Security Assessment | System Administration | Client Service and Relations**

### RELEVANT EXPERIENCE

GLOBAL CYBERSECURITY COMPANY | City, State(Remote)

**Technical Support Engineer, Contract through Retail Store Chain**

4/2022–10/2022

- Offered technical support to customers and partners, including configurations, troubleshooting, and best practices.
- Supervised support cases to guarantee that problems were documented, monitored, promptly addressed, and accordingly followed up.
- Showcased competency in offering fault isolation and performing root cause analysis for technical problems.
- Maintained the arrangement of equipment within the laboratory for replication purposes.

DIGITAL MARKETING AGENCY | City, State (Remote)

**Network Engineer**

06/2021–04/2022

- Provided supervision and oversight to both corporate and client networks.
- Conducted analysis, isolation, and troubleshooting of network issues, and tracked until successful resolution.
- Handled the update of tickets and documentation of activities, while offering technical support to team members in the field for network and infrastructure administration.
- Collaborated closely with carriers and third-party vendors to promptly determine and address issues.

IT SERVICES/CONSULTING AGENCY | City, State

**Network Operations Center Technician**

10/2019–06/2021

- Oversaw and supervised customer networking, data center, security, and collaboration platforms.
- Prioritized and addressed customer problems, ensuring timely resolution to meet/exceed customer expectations.
- Exhibited advanced skills in delivering remote hardware and software support, observing problem resolutions, and carrying out routine incident analysis at all levels.

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IT STAFFING AND SERVICES PROVIDER | City, State

**NOC Associate Technician, T-Mobile**

11/ 2018–10/2019

- Coordinated with service providers to obtain updates on open tickets and perform escalation as necessary.
- Tracked cell sites affected by power outages and informed field technicians of automatically generated tickets.
- Implemented maintenance status on sites to prevent the automatic generation of tickets.

## OTHER EXPERIENCE

HOTEL & GOLF CLUB BUSINESS | City, State

**Night Auditor/Night Audit Supervisor**

07/2016–11/2018

MUSIC COMPANY | City, State

**Staff**

08/2004–04/2016

## EDUCATION

**Bachelor of Science in Network Operations and Security, 2024**

University, City, State

## CERTIFICATIONS

CompTIA

**Cloud Essentials+  
Project+  
Security+  
A+**

AXELOS Global Best Practice

**ITIL Foundation Level**

Cisco Meraki

**CMNA**

Linux Professional Institute (LPI)

**Linux Essentials**

Cisco

**Cisco Certified Design Associate (CCDA)  
Cisco Certified Network Associate Security (CCNA)  
Cisco Certified Network Associate Routing and Switching (CCNA)**

## TECHNICAL ACUMEN

Microsoft Office Applications (Word, Excel, OneNote, Outlook, and PowerPoint)

Cisco and Palo Alto Systems | Juniper | Fortinet | Aruba | Ubiquiti | DNS | HTTP | VPN