
NETWORK SUPPORT ENGINEER RESUME

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Career Goal:

To utilize my technical knowledge and expertise as a Network Technical Support Engineer and further enhance my skills in MPLS, firewall, ISP, BGP, OSPF, TCP/ IP, LAN, WAN, VoIP and RIP.

Technical Skills:

High technical knowledge of network configuration:

- Cisco routers and switches
- Route redistribution
- Cisco IOS access list

Adept with routing protocols:

- RIP, BGP
- OSPF
- EIGRP

Vast knowledge of Layer 2 technology:

- VLAN, ISL, HSRP
- VTP, DTP, PVST
- Spanning- tree

Expertise in Layer 3 switching:

- Ether channel
- MLS
- CEF

Proficient in Network management including:

- Design
- Resource Deployment
- Research

Efficient in utilizing operating systems:

- Mac OSX
- Windows

Superb in utilizing wireless equipment:

- Ruckus wireless
- Mikrotik, Cisco, HP
- 3COM, Ubiquiti

Wide range of capabilities to:

- Utilize network monitoring tools
- Troubleshoot network systems and applications
- Interpret PC hardware and software concepts

Relevant Experience:

Network Technical Support Engineer
Digi International
January 2012 – Present
Quinhagak, AK

- Assisted in installation, configuration and maintenance of network hardware and software components.
- Resolved user related problems by providing technical guidance and expertise.
- Developed solutions for hardware and software components along with performance evaluation.
- Provided technical instructions to users regarding business functions, features and application software.
- Supported LAN and microcomputer systems by effective network planning and server configuration.
- Performed effective customer services by updating and evaluation of call logging systems.

- Implemented procedures for designing, operation and maintenance of OPNet and ISP infrastructure components.
- Conducted research and analysis of current industry standards to suggest new technologies and related improvements.

Network Technical Support Engineer
NetScout Systems, Inc.
November 2010 – January 2012
Herndon, VA

- Developed effective resolutions for problems relating to networking, assembling and hardware systems.
- Conducted customer support and troubleshooting services for various Cisco systems and related switches.
- Coordinated with support engineering teams for solving customer cases through internal messaging systems.
- Debugged software and hardware problems by documentation and tracking in databases.
- Resolved problems relating to system networking, computer hardware and software components by troubleshooting procedures.
- Responded to incoming requests relevant to product features by escalation to software development teams.
- Provided technical assistance for implementation and configuration of Citrix XenApp systems in overall organization.
- Implemented procedures for management of company network and IP phone systems.

Education Summary:

Bachelor's Degree in Computer Science
Saint Martin's College
August 2006 – May 2010
Lacey, WA

Professional Certification:

Cisco Certified Network Administrator (CCNA) July 2010

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