Network Support Specialist Resume

Job Objective

To help the company grow and expand using my experience as Network Support Specialist. Years of experience in the field helps me to improve and to help the business grow and advance.

Highlights of Qualifications:

- Hands on experience in performing troubleshoot on computer systems, providing support to infrastructure according to security principles
- Thorough knowledge of network security principles and methodologies
- Deep knowledge of applicable data privacy laws
- Exceptional ability to manage multiple projects and prioritized work
- Sound ability o diagnose network problems and resolve it
- Excellent skills to work on Linux and Unix operating systems
- Skilled to work on various network instruments equipments
- Proficient in Microsoft applications

Professional Experience:

Network Support Specialist
Technodyne,Hartford, CT
May 2006 – Present

- Monitored IP networks and services implemented various network action plans.
- Managed and identified various network and service issues and escalated it to department if required.
- Administered network security and ensured compliance to policy standards.
- Maintained client businesses for various networks and managed all related communication.
- Provided support to service assurance center and promoted a customer centric environment.
- Coordinated with line manager and achieved service assurance goals.
- Trained personnel on job related training.

Network Support Specialist
Microsoft, Hartford, CT
March 2003 – April 2006

- Installed and configured various peripheral devices for computer systems and related servers.
- Provided support to hardware and software requirements and trained staff on same.
- Assisted clients and provided second tier help desk support.
- Monitored all events on management platforms.
- Managed all incidents of alarms and resolved it effectively.
- Performed housekeeping related duties.

Education:

Bachelor's Degree in IT
Duke University, Durham, NCMaster's Degree In Computer Applications
Florida Southern College, Lakeland, FL

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