
NOC Analyst Resume

Job Objective

Obtain a NOC Analyst position in a well established firm that offers opportunities for professional growth.

Highlights of Qualifications:

- Huge Microsoft Exchange administration experience
 - Excellent knowledge of TCP / IP and basic Network topologies
 - Sound knowledge of SNMP, Perfmon and WMI based Enterprise
 - Skilled in Windows-based Operating Systems and Basic UNIX
 - Extensive knowledge in the use of Window's Terminal Services and Terminal Emulation Utilities
 - Excellent analytical and critical thinking skills
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Professional Experience:

NOC Analyst

Alltech Inc., New York, NY

August 2005 – Present

- Monitored and analyzed mission critical systems utilizing different system and application monitoring tools.
- Performed routine checks and Level 1 triage, escalation of any critical alerts.
- Created and updated departmental documentation, policies and procedures.
- Designed policies, procedures and computer programs which enhanced and managed critical business operations.
- Assisted in the creation and preventive maintenance of computer systems.
- Provided 24x7 response to system outages during 'on-call' periods and helped resolve simple and complex SaaS issues.

NOC Analyst

Levi, Ray & Shoup, Inc., New York, NY

May 2000 – July 2005

- Resolved issues through service level agreements (SLA) and operational level agreements (OLA).
 - Performed user support functions and supplemented project work during appointed shifts.
 - Supported the data center management to ensure the continuous operation tape backup management.
 - Performed and conducted Service Desk functions associated with internal users and customer based needs.
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Education:

Bachelor's Degree in Computer Science

Santa Clara University, Santa Clara, CA

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