

Robert Smith

NOC Engineer I

PERSONAL STATEMENT

Information Technology Professional looking to apply vast information technology experience and extensive skill set to your IT department. In addition, eager to contribute organization and to the growth of this ever-changing field.

WORK EXPERIENCE

NOC Engineer I

ABC Corporation - April 2015 - October 2016

Responsibilities:

- Configured and managed CheckPoint firewall rules.
- Customer Service Skills, Cleaning, Computer Skills, and application logs, and such as backups.
- Acted as a liaison between Network Engineering making sure all troubleshooting, documentation.
- Identified and implement efficient and reliable system standards, and apply best practices in effective monitoring.
- Monitored and provide technical support for a variety of server platforms including file servers, FTP servers.
- support environments such as networking equipment and storage equipment.
- Variety of IT and business groups to develop technical requirements while maintaining excellent business relationships.

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Interop Technologies - 2011 - 2015

Responsibilities:

- Network Operations Linux Datacenter monitoring and troubleshooting of hundreds of servers for telecommunications/technology company serving millions of users.
- 2nd tier ticket-based support for a range of technologies including SMS, MMS, WAP, RCS, IVR, CMSP, Shortcode, OTA and others.
- Daily interaction with Nagios monitoring, alerting, response and reporting.
- Script writing in BASH/PERL for various tasks.
- MySQL monitoring, troubleshooting and implementation.
- Performing maintenance on enterprise level servers as needed.
- Authored Network Operations Service Impact Intranet Site..

Education

BS

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Office,
Monitoring, SQL,
Customer Service Skills,
Cleaning, Computer
Skills, Typing 50 Wpm,
Communication Skills.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)