ROBERT SMITH

Cyber Network Operator

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SUMMARY

As a Cyber Network Operator, responsible for Analyst with extensive experience in wide area network, local area network, and server management. Proficiencies include routing, switching, and user application access.

SKILLS

Vmware, LAN, Wan, VOIP.

WORK EXPERIENCE

Cyber Network Operator

ABC Corporation - September 2012 – 2021

- Diagnosed network problems involving a combination of hardware, software, power and communications issues.
- Ran cables from existing patch panels to new patch panels to secure the router and switches in the proper location.
- Identified, reported and resolved network security violations.
- Configured and installed routers, switches and wireless controllers.
- Troubleshot and resolved internet connectivity and general software and hardware issues.
- Managed a 25-person local IT team, allocating requirements and deadlines for network services to be provided for a 300+ user network.
- Led a 10 person team, on several occasions in successfully providing web, email, VoIP, and chat services for the regional supervisor, in a fluctuating environment.

Cyber Network Operator

Delta Corporation - 2008 – 2012

- Communication Battalion Dec 2015-Present Created and implemented a maintenance schedule for all equipment to maintain optimal performance.
- Instructed and assisted employees in areas pertaining to network engineering, server building, and network security.
- Accounted for over 200 pieces of equipment worth over $1.8 million.
- Trained, lead and supervised 10 employees constantly challenging them to perform at a higher level.
- Supervised and trained workers in problem solving through layers 1-3 of the OSI model and thorough customer service using helpdesk standard operating .
- Installed, configured and supported LAN/WAN and internet systems.
- Monitored network to ensure network availability Performed necessary maintenance to support network availability Maintained logs related to network .

SCHOLASTICS

- MS