

ROBERT SMITH

Infrastructure Technician

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SUMMARY

Seasoned IT technician with a wide range of skills in troubleshooting and supporting the \$10 Billion Air Force Enterprise Network and \$15 Million Defense Red Switch Network. Duties include Event Manager, CISCO Router/Switch configurations, IOS upgrades at a large scale, McAfee Sidewinder Clusters, Information Assurance, proxy & McAfee Firewall searches, CISCO Nexus Switches, Raytheon Secure Digital Switch, Raytheon Digital Small Switch, database administration, scheduling authorized network interruptions/outages, network/equipment inventory management, as well as network, system, hardware, and software management.

SKILLS

Javascript, HTML 5.

WORK EXPERIENCE

Infrastructure Technician

ABC Corporation - December 2009 – May 2017

- Performed maintenance and troubleshooting support for core services to 350k users while coordinating with upper echelon agencies to ensure 24/7/365 network up-time, timely reporting of all outages and incidents, documents/channels all communications to & from subordinate Detachment Network Operation Squadrons & over 56 bases.
- Configured and upgraded 400+ Cisco Routers and Switches to ensure Air Force Enterprise Network integrity.
- Orion Solar Winds Server administrator supporting environment for 1500+ infrastructure/Firewalls and Active Directory.
- Implementing software policies and new hardware standards.
- Created and implemented multiple Cisco Router/Switch IOS upgrade checklists used to provide training and guidance for new personnel.
- Configured and implemented EIGRP, OSPF, and BGP at 63 locations.
- Configured and standardized 109 + Bluecoat Proxy servers and 109+ Sidewinder Firewalls.

Infrastructure Technician

Delta Corporation - 2008 – 2009

- Responsible for work orders regarding installation and termination of cables for communication circuits, tools and security systems.
- Worked in a construction environment and worked various hand tools, Identified suitable lane for telecommunication cabling and Installed and .
- Assembled and Mounted Cisco WAP units.
- Infrastructure Tech Clean and repair sanitary and storm sewer lines.
- Inspect and monitor construction sites to ensure adherence to safety standards .

- Assisted Systems Administrator supporting computer networks and systems.
- Deal with company network issues as well as various other duties Manage multiple interns.

SCHOLASTICS

- Bachelor Of Science In Information Technology - June 2012(University Of Phoenix-Ground Campus - Albuquerque, NM)