



# EMMA JOHNSON

## Network Operations Analyst II

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### PROFESSIONAL SUMMARY

Network Operations Analyst with a decade of experience in managing and optimizing network infrastructures. Expertise in troubleshooting complex issues, enhancing security protocols, and implementing innovative solutions to improve network performance. Committed to driving operational excellence and collaborating with cross-functional teams to align technology with business goals.

### WORK EXPERIENCE

**Network Operations Analyst II** Apr / 2019-Ongoing  
Blue Sky Innovations Chicago, IL

1. Monitored and managed network performance, identifying and troubleshooting issues to ensure optimal system functionality.
2. Collaborated with cross-functional teams to enhance network security and performance, driving continuous improvement.
3. Engaged with Security Engineering on the Q-Radar deployment, contributing to improved security posture.
4. Installed and configured network devices, ensuring reliability and efficiency across the infrastructure.
5. Provided daily reports on network health and security incidents to senior management.
6. Developed automation scripts in PHP and PowerShell, streamlining NOC operations.
7. Managed maintenance windows and ensured adherence to project timelines and deadlines.

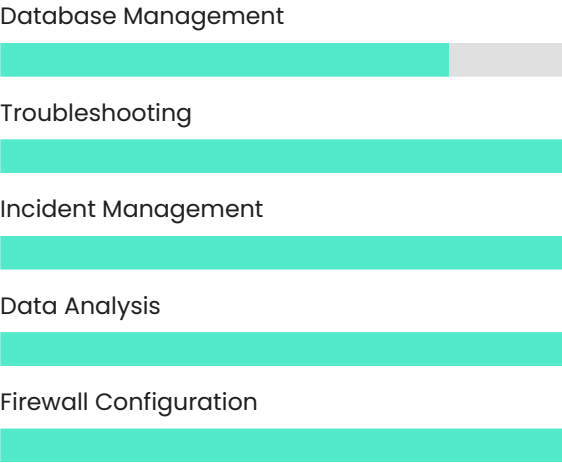
**Network Operations Analyst** Apr / 2015-Apr / 2019  
Summit Peak Industries Denver, CO

1. Acted as the lead analyst for Cisco hardware in mission-critical environments, ensuring high availability.
2. Provided 24/7 level 3 support for a global enterprise data network, resolving complex technical issues.
3. Oversaw daily monitoring, fault detection, and troubleshooting in the Network Operations Center.
4. Managed remote monitoring of head-end and control facilities, ensuring consistent performance.
5. Acknowledged alarms and dispatched repair crews, maintaining equipment integrity.

### EDUCATION

**Bachelor of Science in Network Engineering** Apr / 2012 - Apr / 2015  
University of Technology Toronto, ON  
Focused on network design, implementation, and security measures.

### SKILLS



### INTERESTS

- Writing Art  
Martial Arts Meditation

### STRENGTHS

- Negotiation Intuition  
Courage Insightfulness

### LANGUAGES



### ACHIEVEMENTS

- Implemented a network monitoring solution that reduced downtime by 30%.
- Successfully led a project that enhanced network security, resulting in a 40% reduction in vulnerabilities.
- Automated routine NOC tasks, improving response times by 25%.