

# Network Operations Center Technician

## ROBERT SMITH

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### Objective

Design, Build, Implement and Customer Networks using Cisco Switches/Routers. Assign IP blocks, Bandwidth, Test and Turnup, also work with Customers with any Troubleshooting.

### Skills

Computer Repair, Technician.

### Work Experience

#### Network Operations Center Technician

**ABC Corporation** - July 2007 - February 2012

- Provided first level troubleshooting and support services for client Network Devices and Applications, through proactive monitoring of Switches, Routers, Servers.
- Provided and Manage secure access to US Metropolitan Telecom Network systems.
- Prioritized workload in a fast paced environment.
- Responsible for Catalog and tracking of Customer Request and Incidents to be resolved.
- Generated and distributed business and technology reports.
- Dispatched field techs for repair when needed.
- Worked with field techs to turn up new services, and incorporate new devices into the core network monitoring system.

#### Network Operations Center Technician

**Delta Corporation** - 2003 - 2007

- Spectrum Communicate status of issues with NOC Management in writing and verbally.
- Monitored network and responded to alerts in connectivity changes.
- Repaired issues with customer software and hardware through remote desktop sessions .
- Monitor hardware and software by alerts in a network environment using Nagios and Zabbix.
- Datacenter Servicing and 1st level tier support to call centers.
- for science labs, oil refineries, and coal and nuclear power plants.
- Maintained service level agreements required to maintain network and integrity.

### Education

Bachelor in Computer Science/Business - (Aurora University)