



BENJAMIN LEE

Senior Network Operator

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PROFESSIONAL SUMMARY

Accomplished Senior Network Operator with over 7 years of experience in managing complex network infrastructures. Expertise in optimizing system performance, troubleshooting critical issues, and ensuring seamless connectivity across large-scale environments. Proven ability to lead teams and enhance operational efficiency through innovative solutions and strategic planning.

WORK EXPERIENCE

Senior Network Operator

📅 Mar / 2021-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Managed day-to-day operations of the global network infrastructure, ensuring optimal performance and reliability.
2. Coordinated and executed system backups, maintaining data integrity and availability for all users.
3. Monitored network traffic and performance, identifying and resolving issues to prevent downtime.
4. Administered over 300 Citrix servers, facilitating remote access for 2000+ staff across multiple locations.
5. Provided technical guidance and escalation support to NOC operators during outages and critical incidents.
6. Implemented network solutions to enhance efficiency, resulting in a measurable reduction in operational costs.
7. Conducted regular system audits and assessments, ensuring compliance with industry standards and best practices.

Network Operator

📅 Mar / 2018-Mar / 2021

Silver Lake Enterprises

📍 Seattle, WA

1. Supported NOC operators in daily operations, enhancing overall team effectiveness and service delivery.
2. Facilitated training sessions for personnel on operational processes, improving knowledge retention and performance.
3. Managed change requests in accordance with NOC protocols, ensuring minimal disruption to operations.
4. Provided oversight during network outages, coordinating resources to adhere to established SLAs.

EDUCATION

Bachelor of Science in Information Technology

📅 Mar / 2015 - Mar / 2018

Tech University

📍 Chicago, IL

Focused on networking, security, and systems management, providing a solid foundation in IT principles.

SKILLS

Windows Server Administration



Cisco Network Configuration



Subnetting Skills



Network Design



System Administration



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

📋 Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Arabic



German

ACHIEVEMENTS

- ★ Reduced network downtime by 30% through proactive monitoring and incident response strategies.
- ★ Successfully implemented a network upgrade project that enhanced bandwidth capacity by 50%.