

# HARPER LEWIS

## Network Specialist I

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### PROFESSIONAL SUMMARY

Skilled Network Specialist with 5 years of experience in managing and optimizing network infrastructures. Expertise in troubleshooting complex issues, enhancing security protocols, and ensuring robust performance across diverse systems. Driven to implement innovative solutions that align with organizational goals and improve service delivery.

### WORK EXPERIENCE

#### Network Specialist I

Blue Sky Innovations

📅 Mar / 2021-Ongoing  
📍 Chicago, IL

- 1. Conducted site surveys and documented network infrastructure for clients.
- 2. Performed end-to-end troubleshooting between multiple sites to resolve connectivity issues.
- 3. Negotiated hardware and software contracts to optimize costs for customers.
- 4. Developed and maintained detailed network diagrams using Visio for various clients.
- 5. Implemented essential services including TCP/IP, DHCP, and DNS to enhance network functionality.
- 6. Configured Novell Networks, focusing on data and user migration strategies.
- 7. Installed and configured Windows NT servers, providing training and administration support to users.

#### Network Specialist

Lakeside Apparel Co

📅 Mar / 2020-Mar / 2021  
📍 Chicago, IL

- 1. Managed a 300-node Microsoft Active Directory network across two VMware host servers.
- 2. Administered Google Gmail for organizational email communication.
- 3. Provided technical support for over 300 Windows 7 PCs and various mobile devices.
- 4. Oversaw the administration of Cisco switches, routers, and VOIP systems to ensure seamless communication.
- 5. Managed web filtering systems to enhance online security for users.
- 6. Administered video surveillance and access control systems for improved safety.

### EDUCATION

#### Bachelor of Science in Computer Networking

University of Technology

📅 Mar / 2019-Mar / 2020  
📍 Toronto, ON

Focused on network design, security protocols, and system administration.

### SKILLS



### ACHIEVEMENTS

- ★ Successfully reduced network downtime by 30% through proactive monitoring and maintenance.
- ★ Implemented a new network security protocol that decreased unauthorized access attempts by 40%.
- ★ Designed and executed a comprehensive training program for staff, enhancing technical support capabilities.