Network Support Analyst III

ROBERT SMITH

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Objective

Resourceful and innovative senior level IT management professional with extensive experience within highly competitive market of aviation and aerospace industries. Project management excellence, successfully navigating corporations, large and small, and managing large portfolios of infrastructure and application software programs -projects.

Skills

Information Technology.

Work Experience

Network Support Analyst III

ABC Corporation - 1996 – 2001

- Transferred network cable structure from token ring into Ethernet technology in Headquarters and across 12 remote sites, replacing company IT network backbone to Cisco switches and routers.
- Key Accomplishments Installed, supported, configured network backbone and MS Windows NT Servers 4.0, including user management, disk resources, printing, system tuning, optimization, network security and data integrity, while ensuring Y2K compatibility.
- Maintained Novell Network and Mainframe legacy systems Works to help manage Cisco Systems in Implementation and Deployment of Project.
- Installation included printer management, TCP/IP, SNMP, DHCP servers for user community more than 2,500 users and PDAs/Laptops.
- Experienced in Networking Implementations and procedures.
- Mapped the data management model, including requirements for security, usability, data structure Worked with all departments to define requirements, establish testing procedures, and training guidelines Responsible for IT Department purchasing, and providing all products and services.
- Participated in Global migration and rollout of client machines from Windows NT 4 to Windows 2000.Provided extensive level II and III support for Windows 2000 on over 1000+ users under the global Common Operating Environment in an enterprise network

Network Support Analyst III

Delta Corporation - 2000 – 2004

- 1.Provided extensive level II and III support for Windows 2000 on over 1000+ users under the global Common Operating Environment in an enterprise network.2.Performs a variety of specialized and technical duties in the installation, maintenance, and related support of the County"s computer network and systems, either in an assigned department, program specialization or as a member of the County"s Information Technology Services Department.3.Design, configure, and maintain layer 3 network environments4.Design, configure, and maintain virtualization environment5.Provide troubleshooting services to our clients6.Ensure patching compliance and deliver on cyber security initiatives7.Work within project teams consisting of clients, electrical engineers, control systems programmers, and OT analysts to deliver integrated automation solutions
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Education

Post Graduate in Business Administration - (UNIVERSITY OF LEICESTER)

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