JAMES CLARK

Senior Network Technician

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🌐 www.qwikresume.com

SKILLS

Network Optimization

Network Project Coordination

Vendor Management

Client Relationship Management

TCP/IP Fundamentals

INTERESTS

★ Surfing   🌐 Martial Arts

✊ Community   👥 Blogging
Service

STRENGTHS

⏳ Patience   ⚠ Perseverance

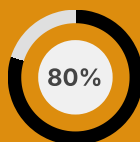📅 Planning   ⚙ Positivity

LANGUAGES

80% English   80% Dutch   80% German

ACHIEVEMENTS

★ Reduced network downtime by 30% through proactive monitoring and timely resolution of issues.

★ Successfully implemented a wireless overlay project for multiple elementary schools, enhancing connectivity for over 500 students.

PROFESSIONAL SUMMARY

Network Technician with 2 years of experience in diagnosing and resolving connectivity issues within educational environments. Proficient in configuring and managing network devices, including switches and access points. Skilled in implementing security protocols and maintaining optimal performance of network systems. Passionate about enhancing user experience through effective solutions and proactive support.

WORK EXPERIENCE

Senior Network Technician
📅 May / 2024-Ongoing

Seaside Innovations
📍 Santa Monica, CA

1. Diagnosed and resolved hardware and software issues for network connectivity via remote and onsite support.
2. Configured and maintained network hardware, including switches, routers, and access points.
3. Managed inventory control and ordered necessary parts for network repairs and upgrades.
4. Conducted regular network performance assessments to identify and mitigate potential issues.
5. Collaborated with IT teams to implement system upgrades and improvements.
6. Utilized Remedy tracking system to document and manage support tickets efficiently.
7. Monitored network security systems, ensuring compliance with safety protocols.

Network Technician
📅 May / 2023-May / 2024

Silver Lake Enterprises
📍 Seattle, WA

1. Established a repair service for electronic devices, enhancing client satisfaction through quality service.
2. Expanded service areas to include multiple counties, increasing customer reach and business growth.
3. Offered diversified services, including computer repair, to meet client needs effectively.
4. Maintained high service standards, repairing over 600 devices within contract obligations.
5. Implemented an incentive-based pay system to motivate team performance.
6. Provided installation and support for security camera systems, enhancing client security solutions.

EDUCATION

Associate of Applied Science in Network Technology
📅 May / 2022 - May / 2023

Tech Valley College
📍 Portland, OR

Focused on network design, installation, and troubleshooting, with hands-on training in various network devices.