

# SOPHIA BROWN

Lead NOC Analyst

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

## PROFESSIONAL SUMMARY

Dynamic Lead NOC Analyst with over 10 years of experience in overseeing network operations and incident management. Expert in optimizing performance, leading technical teams, and enhancing system reliability through strategic initiatives. Adept at fostering collaboration across departments to ensure seamless service delivery and operational excellence.

## WORK EXPERIENCE

Lead NOC Analyst  
Seaside Innovations

📅 Mar / 2018-Ongoing  
📍 Santa Monica, CA

- 1. Delivered exceptional support via phone, email, and web for complex technical issues.
- 2. Utilized advanced monitoring tools to oversee network performance and ensure service availability.
- 3. Served as Level III support, resolving escalated issues and mentoring junior staff.
- 4. Identified root causes of network and security incidents for effective resolution.
- 5. Managed hardware resources and ensured compliance with SLA requirements.
- 6. Conducted thorough investigations into hardware failures and change management violations.
- 7. Collaborated with cross-functional teams to enhance operational workflows and service delivery.

Noc Analyst  
Lakeside Apparel Co

📅 Mar / 2015-Mar / 2018  
📍 Chicago, IL

- 1. Provided technical support to global users, facilitating access to critical data center resources.
- 2. Oversaw NOC operations using Nagios and custom scripts to monitor system performance.
- 3. Worked closely with Data Center Operations and Network teams to ensure infrastructure integrity.
- 4. Managed installations and configurations of new equipment in NOC and Data Center environments.
- 5. Conducted cable management and troubleshooting for network connectivity issues.
- 6. Monitored LAN/WAN performance and telecommunications systems for operational efficiency.

## EDUCATION

Bachelor of Science in Information Technology  
Tech University  
Focused on network systems and security protocols.

📅 Mar / 2012-Mar / 2015  
📍 Toronto, ON

## SKILLS



## ACHIEVEMENTS

- ★ Reduced network downtime by 30% through proactive monitoring and incident response.
- ★ Implemented a new monitoring system that improved issue detection speed by 40%.
- ★ Led a project team to upgrade critical infrastructure, enhancing overall system reliability.