



JACKSON TURNER

NOC Manager

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🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Dedicated NOC Manager with 2 years of experience in overseeing network operations and ensuring optimal service delivery. Proven ability to enhance operational efficiency, manage incident resolution, and maintain SLA compliance. Skilled in training teams and improving processes to drive performance and customer satisfaction.

WORK EXPERIENCE

NOC Manager

📅 Feb / 2024-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Managed 24x7 support operations for a commercial data center, ensuring high availability.
2. Configured and deployed monitoring agents and software on client servers.
3. Provided training for NOC personnel on operational procedures and technical documentation.
4. Collaborated with networking teams to troubleshoot and resolve complex network issues.
5. Built and configured hardware, installing OS, patches, and applications, leading to a promotion to NOC Manager.
6. Handled customer support for both hardware and software issues, ensuring quick resolutions.
7. Tracked and managed trouble tickets using Remedy, optimizing workflow.

NOC Manager

📅 Feb / 2023-Feb / 2024

Silver Lake Enterprises

📍 Seattle, WA

1. Led strategic planning initiatives for the NOC, focusing on quality assurance and team development.
2. Engaged with customers and cross-functional departments to meet productivity and quality goals.
3. Managed daily operations, prioritized tasks, and ensured timely customer inquiry responses.
4. Revamped quality assurance processes, reducing ticket backlog by 70%.
5. Oversaw RF transmission and engineering for low power TV broadcasting stations.
6. Coordinated with senior engineers to ensure service level expectations were met.

EDUCATION

Bachelor of Science in Information Technology

📅 Feb / 2022 - Feb / 2023

University of Louisiana

📍 Seattle, WA

Focus on network management and systems administration.

SKILLS

Time Management



Process Improvement



Capacity Planning



Change Management



Network Design



Customer Support



INTERESTS

★ Surfing

🥋 Martial Arts

👥 Community Service

📝 Blogging

STRENGTHS

⌚ Patience

🏔️ Perseverance

📅 Planning

⚙️ Positivity

LANGUAGES



English



Swahili



German

ACHIEVEMENTS

★ Reduced incident response time by 30% through improved protocols.

★ Successfully trained and onboarded 5 new NOC staff, enhancing team capability.