

**Name**

Address

Phone

[E-mail@email.com](mailto:Email@email.com)

**Career Summary**

Aspiring **Network Engineer** with a strong foundation in data processing and problem solving. Detail and team oriented, innovative and assertive leader with training in designing, configuring, documentation processing, troubleshooting, and resolving problems within complex networks. One year of current Cisco LAN/WAN hands-on internetworking with Cisco routers, switches, access points, IP telephones, firewalls, and Call Manager utilizing various protocols.

**Technical Skills - Hardware and Software**

**Protocols:** MPLS, FRAME RELAY, BGP, OSPF, EIGRP, POS (SONET), VOICE over IP  
**Software:** Call Manager, Remedy, Citrix, Inside Edge, Visio, Windows 7, Office 2010  
**Routers:** Cisco 7200, 3800, 3700, 2800, 2600; Adtran, Netopia

**Education**

**Cuyahoga Community College, Cleveland, Ohio**

**Certificates Achieved:**

Cisco Certified Voice Professional (QoS; CVOICE; CVP; GWGK)	2009
Cisco Certified Network Professional (BSCI; BCMSN; ISCW; ONT)	2009
Cisco Certified Design Associate	2009
Cisco Certified Security Professional	
Securing Networks with PIX and ASA (SNPA)	2009
Cisco Wireless Security & Adv. Wireless LAN Field Specialist	2008
Cisco Certified Network Associate	2008

**Employment History**

**Company XXX, Tinasville, OH**

**2007-2010**

**Incident Manager**

Provided network, end user, customer, and infrastructure support for local and global companies.

- Configured routers and switches; upgraded IOS's and flash files; LAN migrations; network monitoring tools/performance tools; worked with clients NOC; dispatched field engineers to correct hardware problems.
- Repaired & monitored a global network while ensuring optimum network performance.
- Provided monitoring, technical support, repair and network advice to an array of clients that are sub-contracted to Telsource from AT&T; Verizon; Cbeyond; and Dimension Data.
- Opened and resolved trouble tickets for all clients with AT&T Business Direct and Cisco TACS.

**Company XXX, Cleveland, OH**

**2004-2007**

**Emergency Medical Technician; Emergency Medical Dispatcher**

Provided basic and advanced emergency medical care to local businesses, residents, and visitors to the City of Cleveland.

- Received letters of appreciation for administering outstanding emergency medical care and instructions.
- Instructed CPR & AED classes for the City of Cleveland.
- Answered 911 calls and provided emergency medical care instructions until the ambulance arrived.

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