

FIRST NAME LAST NAME

Address, City, State ZIP
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Network Engineer – Junior *Networking Support and Design*

Resourceful, solutions-focused manager with strong technical computer and networking administration abilities gained during 15-year career. Use best business practices to make solid decisions on key technologies for streamlining network design and implementing network infrastructures. Execute business strategies under strict deadlines. Able to assess technology and recommend improvements to save company time and money, positioning the company to increase revenue with minimal investment. Skilled in the maintenance of computer/networking and electronic equipment. Efficiently plan projects from concept to implementation. Dependable leader with a team orientation to completing assignments in a timely manner. *Fluent in Spanish.*

Core Competencies

- Business Solutions
- Project Planning
- Technical Proficiency
- Network Administration
- Personnel Management
- Procedure Streamlining

CAREER PROGRESSION

COMPANY ONE, Scottsdale, AZ

2005 – Present

Manufacturer of casino gaming devices and provider of gaming solution, server-based Wide Area Progressive products.

Wide Area Progressive (WAP) Manager / Administrator (2005 – Present)

Configure and maintain Oracle 9i and 10g databases holding millions of dollars in coin-in data. Remotely diagnose and administer department LANs using PC Anywhere, Ultra VNC, and Remote Desktop. Employ CLI and specific IOS configurations to configure PPOE, VPN protocols, Cisco, and Adtran routers. Implement casino gaming network systems interfacing over TCP/IP protocol and Ethernet LANs for transport of all recurring data. Coordinate WAN architecture for Serial T1 and Fractional T1/64k data lines. Intimate familiarity of Crystal Reports and proprietary company software. Intermediary with sales, customers, compliance, and multiple departments. Supervise 12 direct and 22 indirect reports.

Key Achievements

- Audited all processes and procedures for department, using existing and/or creating new processes and procedures under one common format.
- Streamlined all department network business operations, eliminating unnecessary resources and saving \$25,000 in networking costs annually.
- Restructured personnel job descriptions, giving current employees meaningful responsibilities within the department, reducing headcount, and increasing productivity.
- Implemented new IT initiatives using IPSEC PIX firewall to create a much more redundant and secure network; updates resulted in reduced overtime and travel expenses.
- Restructured and negotiated all telecommunication contracts, saving \$4,000 a month in data line costs.

Field Service Technician (2002 – 2005)

Provided customer service and technical support to 17 casinos in Arizona, installing WAP gaming devices in 12. Traveled across U.S. and Puerto Rico to provide technical, service, and installation support on the wide range of company products.

Field Service Technician (continued)

Key Achievements

- Implemented first company Wide Area Progressive at seven casinos in four days, generating \$37,000 in profit by completing installation ahead of schedule.
- Created installation procedures for all WAN connection configurations, reducing labor costs an estimated \$800 and saving \$240 in IT costs.

COMPANY TWO, Chandler, AZ

2000 – 2001

World's largest semiconductor chipmaker supplying advanced technology solutions for the computing and communications industries and generating annual revenue of \$38 billion.

Manufacturing Technician

Member of team working in a Class 100 clean room environment making silicon wafers etched with computer processing units. Ensured that all layers etched on each wafer met the strict processing standards. Maintained department lithography equipment.

Key Achievement

- Created inspection and maintenance reports to scan and track manufacturing defects.

COMPANY THREE, Tempe, AZ

1998 – 2000

Provider of analog and digital two-way voice and data radio products and systems for conventional, shared, and private applications worldwide.

Equipment / Product Test Technician

Senior-level technician assigned to conduct R&D experiments for product engineers, collecting raw data, extracting data, and creating and presenting results of testing.

Key Achievements

- Using schematics, designed test circuits to accommodate engineering research.
- Oversaw Excel databases of testing data to ensure information was current and accurate.

U.S. ARMY, GA & VA

1994 – 1997

AH-64 Armament – Electrical Technician

Oversaw and implemented electrical maintenance. Managed personnel, delegated tasks, and maintained discipline. Supported a fleet of 16 AH-64 Apache attack helicopters. Participated in unit readiness for Bosnia deployment.

Key Achievement

- Troubleshoot most difficult aircraft issue, resolving the problem and saving unit \$250,000.

COMPUTER PROFICIENCIES

- | | | |
|----------------------------|------------------|----------------------|
| ✓ Oracle 9i, 10g | ✓ Ultra VNC | ✓ PPoE |
| ✓ PC Anywhere | ✓ Remote Desktop | ✓ VPN protocols |
| ✓ Cisco and Adtran routers | ✓ CLI | ✓ IOS configurations |
| ✓ SQL/Crystal | ✓ TCP/IP | ✓ IPSEC PIX firewall |

EDUCATION

- B.S., Information Technology – Networking**, University of Phoenix, Tempe, AZ
Electrical System AH-64 Apache Attack Helicopter, Fort Eustis, Newport News, VA
A.S., Electronics, DeVry Institute of Technology, Phoenix, AZ

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