

Nyasha Sause

Network Operations Center Technician

Profile

I am an experienced Network Operations Center Technician with over 1 year of experience in providing technical support and maintaining customer-facing networks. I have a strong knowledge of network monitoring tools, performance optimization, and troubleshooting. I am highly organized and have a keen eye for detail. I am an excellent communicator and have a strong ability to prioritize tasks. I have successfully identified and resolved technical issues and implemented network enhancements that improved overall customer satisfaction. My technical skills combined with my customer service skills make me an asset to any organization.

Employment History

Network Operations Center Technician at Data Technologies, Inc., NE

Jan 2023 - Present

- Achieved 99.9% uptime for Data Technologies, Inc., NE's network operations center by monitoring and troubleshooting network problems. This included responding to outages, resolving technical issues, and ensuring the highest level of service to customers.
- Implemented a new system that improved communication between the Network Operations Center and other departments within Data Technologies, Inc., NE. This new system streamlined the process and reduced the time spent on tasks by 20%.
- Developed a comprehensive documentation system for all network operations. This enabled more efficient troubleshooting and maintenance of Data Technologies, Inc., NE's networks, resulting in a 10% increase in overall network performance.

Network Operations Center Associate at Custodial Solutions, Inc., NE

Aug 2022 - Nov 2022

- Reduced network downtime by 40% in 6 months: As a Network Operations Center Associate at Custodial Solutions, Inc., NE, I was able to reduce network downtime by 40% over the course of 6 months. By proactively monitoring the network and responding quickly to any issues, I was able to reduce the number of outages and improve the overall reliability of the network.
- Increased customer satisfaction by 20%: I was also able to increase customer satisfaction by 20%. I worked closely with customers to ensure that their network needs were met, and provided prompt support when needed. This resulted in an increase in customer satisfaction ratings and helped Custodial Solutions maintain its reputation as a reliable network provider.
- Improved response time by 50%: Finally, I was able to improve response time by 50%. I implemented a proactive approach to monitoring the network and responding quickly to any issues. This allowed us to resolve issues faster, resulting in an improved response time and improved customer satisfaction.

Education

Details

nyasha.sause@gmail.com

(968) 510-9943

Omaha, NE

Links

[linkedin.com/in/nyashasause](https://www.linkedin.com/in/nyashasause)

Skills

Network Troubleshooting

Network Monitoring

System Administration

Customer Service

Incident Management

Scripting/Automation

Documentation

Languages

English

Mandarin

Hobbies

Programming

Amateur Radio

Woodworking