


Samar Vreeken

Network Technician

I am an experienced Network Technician with over 2 years of experience in the IT field. I have a strong background in troubleshooting, problem-solving, and network installation and configuration. I have extensive experience with LAN/WAN networks, routers, switches, and firewalls, and am proficient in Windows, Linux, and Mac OS. Additionally, I have excellent customer service skills, and am comfortable working with end users of all levels. My success in this field has been the result of my dedication to staying up to date with the latest trends and technologies.

samar.vreeken@gmail.com 

(294) 558-2851 

Salt Lake City, UT 

Education

**Associate of Applied Science
in Network Technology
at Salt Lake Community
College, Salt Lake City, UT**

Sep 2016 - May 2021

Relevant Coursework: Network Security, Network Design and Administration, Network Infrastructure and Technology, Cloud Computing, and Network Troubleshooting.

Links

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

Skills

Network Troubleshooting

Routing Protocols

Firewalls

Switching & VLANs

LAN/WAN Design & Implementation

Security Protocols

Wireless Networks

Languages

Employment History

Network Technician at Connected Systems Solutions, UT

Oct 2022 - Present

- Redesigned the network infrastructure at Connected Systems Solutions, UT, resulting in a 50% reduction in network outages and an 86% reduction in network latency.
- Developed and implemented a new security protocol for the organization, which reduced the risk of network breaches by 93%.
- Deployed a new VOIP system, resulting in a 45% decrease in total communication costs for the organization.

Network Support Technician at All Network Services, Inc., UT

Sep 2021 - Sep 2022

- Installed and configured a new network system for All Network Services, Inc. UT, resulting in a 10% increase in overall network performance.
- Resolved over 90% of customer service issues within the first call, leading to improved customer satisfaction ratings by an average of 20%.
- Developed a comprehensive network monitoring system that identified and addressed any potential security threats, resulting in a 30% decrease in network downtime.

Certificates

Cisco Certified Network Professional (CCNP)

Nov 2021

CompTIA Network+ Certification

Feb 2020

Memberships

Institute of Electrical and Electronics Engineers (IEEE)

Association of Information Technology Professionals (AITP)