

# Jyra Lembcke

Network  
Administrator

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## Details

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(753) 019-8050

Albuquerque, NM

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## Profile

Dynamic and experienced Network Administrator with over two years of experience in deploying, configuring, and troubleshooting LAN/WAN networks. Highly skilled in managing, monitoring, and maintaining networks, servers, and firewall policies. Adept in providing technical support to users on network issues. Possess excellent analytical and problem-solving skills with a strong commitment to customer service. Proficient in using network management tools such as Cisco Prime, SolarWinds, and Wireshark to diagnose and resolve network issues. Experienced in configuring, maintaining, and troubleshooting Cisco switches, routers, and firewalls. Skilled in designing, implementing, and maintaining Windows 2012/2016 server and Active Directory. Successfully configured and deployed Windows, Linux, and VMware in multiple locations. Implemented a variety of firewall policies and VPN solutions to ensure secure access to the network. Experience in providing technical support to users on network related issues. Demonstrated ability to work in a fast-paced, high-pressure environment.

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## Employment History

### Network Administrator at MicroTech Systems, Inc., NM

Dec 2022 - Present

- Implemented a new network infrastructure for MicroTech Systems, Inc., NM that reduced operating costs by 20% and improved performance by 30%.
- Resolved a critical network issue that was causing a downtime of 10 hours per day, resulting in a 99.9% uptime rate.
- Developed an automated network monitoring system that enabled the company to anticipate and prevent future outages, reducing troubleshooting time by 40%.

### Network Support Technician at IT Gurus of Albuquerque, NM

Sep 2021 - Nov 2022

- Reduced network downtime by 75% by implementing a proactive maintenance plan: I developed and implemented a new maintenance plan for the IT Gurus of Albuquerque, NM network that included regular system checks, updates and upgrades. This proactive approach reduced network downtime by 75%, improving network stability and performance.
  - Improved network security by 95%: I installed additional firewalls and other security measures to protect the network from potential threats. My efforts improved the network's security by 95%, ensuring the safety of sensitive data and providing peace of mind for the company.
  - Streamlined support process for customers: I created a new support process for customers that included a ticketing system and real-time tracking of customer inquiries. This streamlined process improved customer satisfaction by 25%, reducing customer wait times and ensuring that all inquiries were addressed in a timely manner.
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