Teia Harrer

Network Technician

I am an experienced Network Technician with over 2 years of expertise in the field. I have a strong background in hardware, software and networks, with experience in troubleshooting and installation of both wired and wireless networks. I am well-versed in LAN/WAN technologies, network security, network protocols, and various operating systems including Windows, Linux, and Mac OS. I have a proven track record of successful network installations and maintenance, as well as excellent customer service skills. In addition, I have the ability to work in a fast-paced and dynamic environment, with an aptitude for quickly understanding and resolving complex technical issues.

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(567) 363-1048

Portsmouth, NH

Education

Associate of Applied Science in Network Technology at Granite State College, NH

Sep 2016 - May 2021

Relevant Coursework: Network Administration, Network Security, Computer Networking, Network Design, Data Communications, Network Troubleshooting and Support.

Links

linkedin.com/in/teiaharrer

Skills

Networking

Troubleshooting

Security

Configuration

Monitoring

Cabling

Documentation

Languages

Employment History

Network Technician at Network Tech Solutions, LLC, NH

Feb 2023 - Present

- Reduced network downtime by 30% through improved maintenance and monitoring practices at Network Tech Solutions, LLC, NH. This enabled increased uptime of customer networks, resulting in higher customer satisfaction.
- Installed and configured a new server infrastructure for the company, reducing hardware costs by 25%. This allowed the company to save money and improve the existing network capabilities.
- Developed and implemented a comprehensive network security plan for the company, reducing the risk of cyber-attacks by 75%. This ensured the data and systems were secure, protecting the company from malicious attacks.

Network Support Technician at NetWerks, Inc., NH

Aug 2021 - Jan 2023

- Successfully installed and configured a new network for NetWerks, Inc., NH which resulted in an increase of uptime by 25%.
- Reduced the number of help desk tickets related to network issues by 40% by proactively monitoring the system and identifying potential problems.
- Implemented a new firewall system which increased the security of the network by 50%.

Certificates

Cisco Certified Network Professional (CCNP)

Aug 2021

CompTIA Network+ Certification

Dec 2019

Memberships

Institute of Electrical and Electronics Engineers (IEEE)

Association of Information Technology Professionals (AITP)