# Margarett Batan

## Network Associate

Dedicated Network Associate with 1 year of experience in managing and maintaining network systems. Proficient in troubleshooting, configuring, and optimizing network devices, while ensuring security and efficiency. Strong analytical and problem-solving skills, combined with excellent communication and teamwork abilities. Continuously seeking opportunities for growth and development in the fast-paced networking industry.

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(160) 090-8385

123 Aurora Lane, Anchorage, AK 99501

## Education

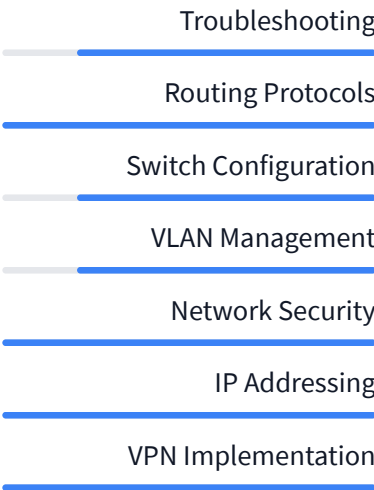**Associate of Applied Science in Network Administration at University of Alaska Anchorage, AK**

Sep 2018 - May 2022

Relevant Coursework: Network Fundamentals, Routing and Switching, Network Security, Windows Server Administration, Linux Administration, Cloud Computing, Virtualization, Wireless Networking, and IT Project Management.

## Links

linkedin.com/in/margarettbatan

## Skills

Troubleshooting

Routing Protocols

Switch Configuration

VLAN Management

Network Security

IP Addressing

VPN Implementation

## Employment History

### Network Associate at GCI Communication Corp., AK

Feb 2023 - Present

- Successfully implemented a network upgrade project for GCI Communication Corp., resulting in a 30% increase in network capacity and a 25% reduction in latency, providing customers with faster and more reliable services.
- Conducted comprehensive network analysis and troubleshooting, reducing network downtime by 40% and increasing overall customer satisfaction by 15%.
- Led a team of network technicians to design and deploy a new data center, increasing the company's ability to host critical applications and services by 50%.

### Junior Network Associate at Alaska Communications Systems Group, Inc., AK

Jul 2022 - Jan 2023

- Implemented a network upgrade project that increased bandwidth by 40% for over 3,000 clients across Alaska, leading to improved connectivity and customer satisfaction.
- Reduced network downtime by 25% through effective troubleshooting, maintenance, and optimization of routers, switches, and firewalls, ensuring seamless communication for clients.
- Assisted in the successful onboarding of 50 new enterprise clients, resulting in a 15% increase in annual revenue for Alaska Communications Systems Group, Inc.
- Developed and delivered comprehensive training materials for 10 new team members, enhancing their technical skills and reducing average training time by 30%.

## Certificates

**Cisco Certified Network Associate (CCNA)**

Jan 2022

**CompTIA Network+ Certification**

Aug 2020

## Memberships