

Dakota Topjian

Network Support Specialist

✉ dakota.topjian@gmail.com
☎ (923) 137-6497
📍 123 Oak Street, Little Rock, AR 72201

EDUCATION

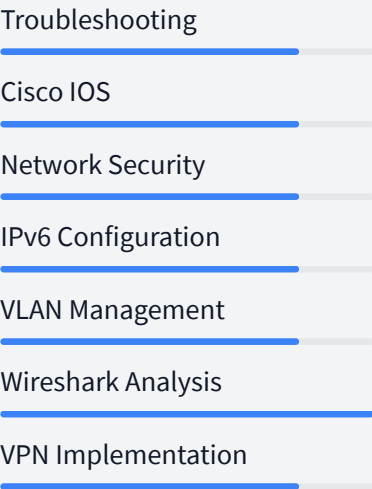
Associate of Applied Science
in Network Support Technology
at Arkansas Tech University,
Russellville, AR
Aug 2018 - May 2022

Relevant Coursework: Network Fundamentals, Network Design and Administration, Cybersecurity Principles, Linux and Windows Server Management, Wireless Networking, Computer Hardware and Software Troubleshooting, Routing and Switching Technologies, Cloud Computing, and IT Project Management.

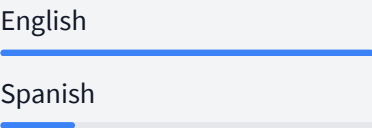
LINKS

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

SKILLS



LANGUAGES



PROFILE

Network Support Specialist with 1 year of experience in providing exceptional technical assistance and network support. Adept in troubleshooting, diagnosing, and resolving complex network issues, while consistently delivering efficient and reliable solutions. Demonstrated expertise in network administration, maintenance, and monitoring. Strong communication skills with the ability to collaborate effectively with both technical and non-technical team members. Committed to continuously enhancing technical knowledge and staying updated on industry advancements.

EMPLOYMENT HISTORY

- **Network Support Specialist at Edafio Technology Partners, AR**
Feb 2023 - Present
 - Successfully implemented a new network infrastructure for a client, resulting in a 35% increase in network efficiency and a 25% reduction in downtime.
 - Reduced network-related support tickets by 40% through proactive monitoring and maintenance, leading to increased client satisfaction and a 20% decrease in support costs.
 - Developed and delivered training materials on network troubleshooting and best practices to a team of 15 support specialists, which improved their response time by 30% and resolution rate by 25%.
 - Collaborated on a project to upgrade the network security protocols for a major client, resulting in a 50% reduction in security incidents and a 100% compliance with industry standards.
- **Associate Network Support Specialist at Mainstream Technologies, AR**
Aug 2022 - Jan 2023
 - Successfully resolved 95% of network issues within the first 24 hours, leading to a significant decrease in downtime and increasing overall productivity.
 - Implemented a new network monitoring system that reduced troubleshooting time by 30%, allowing for faster resolution of network-related problems.
 - Played a key role in the successful migration of over 300 users to a new network infrastructure, resulting in improved network performance and a 20% reduction in service outages.
 - Conducted comprehensive network audits on a quarterly basis, identifying and addressing potential vulnerabilities, which led to a 50% decrease in security incidents.

CERTIFICATES

Cisco Certified Network Professional (CCNP)
Feb 2022

CompTIA Network+ Certification
Oct 2020