

Brandi
Sekona
Network Technician

Profile

Employment History

Education

Details

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(585) 540-3498
1234 Aspen Lane, Colorado Springs, CO 80907

Dedicated Network Technician with 1 year of experience in providing efficient network support and troubleshooting services. Proficient in network installation, configuration, and maintenance, with a strong understanding of various networking protocols and devices. Demonstrated ability to collaborate effectively with cross-functional teams and consistently deliver high-quality results. Adept at identifying and resolving network issues, ensuring minimal downtime and optimal performance.

Network Technician at Comcast, CO

Apr 2023 - Present

- Successfully upgraded the network infrastructure for 50+ Comcast clients, resulting in a 30% increase in network speed and a 20% reduction in service calls.
- Implemented a proactive monitoring system that identified and resolved network issues for over 1000 devices, reducing downtime by 40% and improving overall customer satisfaction.
- Assisted in the design and deployment of a new network architecture for a major Comcast facility, streamlining connectivity for 500+ employees and increasing network efficiency by 25%.

Junior Network Technician at CenturyLink, CO

Jul 2022 - Mar 2023

- Successfully resolved 95% of network issues within the first 24 hours, leading to a 20% reduction in downtime for clients and a significant improvement in customer satisfaction.
- Implemented a new network monitoring tool that increased efficiency in identifying and addressing network problems by 30%, resulting in faster response times and improved overall network performance.
- Assisted in the successful completion of a major network upgrade project for a large client, ensuring a seamless transition with minimal downtime and contributing to a 15% increase in network capacity.
- Conducted comprehensive network assessments for over 50 small businesses, helping them optimize their network infrastructure and reduce IT costs by an average of 10%.

Associate of Applied Science in Network Technology at Front Range Community College, Westminster, CO

Aug 2018 - May 2022

Relevant Coursework: Network Fundamentals, Routing and Switching, Network Security, Wireless Networking, Network Operating Systems, Network Infrastructure Design, and Network Troubleshooting.