


Amada Bellefontaine

NOC Manager

Highly skilled NOC Manager with 5 years of experience in overseeing Network Operations Centers, ensuring optimal network performance and stability. Expert in incident management, root cause analysis, and implementing proactive measures to prevent downtime. Strong leadership abilities, adept at managing cross-functional teams, fostering collaboration, and driving continuous improvement. Demonstrated success in handling complex network environments, streamlining processes, and enhancing overall system efficiency.

amada.bellefontaine@gmail.com 

(584) 293-6631 

123 Desert Lane, Albuquerque, NM 87101 

Education

Bachelor of Science in Network Operations and Management at New Mexico State University, Las Cruces, NM

Aug 2013 - May 2018

Relevant Coursework: Network Administration, Systems Analysis and Design, Network Security, Cloud Computing, Cybersecurity, Data Communication, IT Project Management, Database Management, and Programming Fundamentals.

Links

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

Skills

Network troubleshooting

ITIL framework

Cisco routing

Firewall administration

VoIP management

Linux administration

SNMP monitoring

Employment History

NOC Manager at New Mexico Gas Company, NM

Apr 2023 - Present

- Successfully reduced network downtime by 30% through the implementation of proactive monitoring and maintenance strategies, resulting in improved customer satisfaction and reduced operational costs.
- Streamlined the incident response process, reducing the average resolution time for critical network issues by 25%, ensuring quicker restoration of services for customers and minimizing revenue loss.
- Led a team of 10 network engineers to achieve a 95% success rate in meeting service-level agreements (SLAs) for network performance and availability, surpassing the company's target of 90%.
- Implemented a comprehensive training program for NOC staff, increasing their technical proficiency by 50% and improving overall team efficiency and effectiveness in managing network operations.

Assistant NOC Manager at Plateau Telecommunications, NM

Sep 2018 - Feb 2023

- Successfully implemented a network monitoring system that reduced downtime by 35% and increased overall network efficiency by 20% within the first year of implementation at Plateau Telecommunications, NM.
- Streamlined the troubleshooting process for network issues, resulting in a 25% reduction in average ticket resolution time and improving customer satisfaction ratings by 15%.
- Developed and executed a comprehensive training program for NOC staff that increased team productivity by 30% and reduced employee turnover rate by 10% within two years.

Certificates

Cisco Certified Network Professional (CCNP) Enterprise

Aug 2021

ITIL Expert Certification

Feb 2020

Memberships