Clarisa Meiser

NOC Technician

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📞 (453) 097-0996

📍 1234 Oak Street, Springfield, IL 62704

EDUCATION

Associate of Applied Science in Network Operations and Technology at Joliet Junior College, Joliet, IL

Sep 2018 - May 2022

Relevant Coursework: Network Fundamentals, Routing and Switching, Network Security, Wireless Technologies, Cloud Computing, Network Troubleshooting, VoIP and Telephony, and IT Project Management.

LINKS

linkedin.com/in/clarisameiser

SKILLS

Troubleshooting

Network Monitoring

Cisco IOS

IP Routing

VLAN Configuration

Firewall Management

Wireshark Analysis

LANGUAGES

English

German

HOBBIES

Building and repairing computers

PROFILE

Diligent NOC Technician with 1 year of experience in efficiently monitoring and maintaining network operations. Proficient in identifying and resolving technical issues, supporting clients, and collaborating with multi-disciplinary teams. Strong analytical and troubleshooting skills, coupled with a commitment to staying current with industry advancements. Adept at ensuring optimal network performance and minimizing downtime.

EMPLOYMENT HISTORY

NOC Technician at Comcast Corporation, IL

Feb 2023 - Present

- Successfully resolved 95% of network issues within the target timeframe, resulting in a 30% reduction in average downtime and improving overall customer satisfaction.
- Implemented new monitoring tools and procedures, leading to a 40% increase in the detection of potential network problems and enabling proactive resolution before impacting customers.
- Streamlined communication between NOC and field technicians, reducing response time by 25% and increasing the efficiency of troubleshooting and repair processes.

Junior NOC Technician at AT&T Inc., IL

Jul 2022 - Dec 2022

- Successfully resolved 95% of network issues within the first hour of escalation, resulting in a significant reduction in downtime and increased customer satisfaction.
- Streamlined the troubleshooting process by creating a comprehensive knowledge base, reducing average resolution time by 30% and improving team efficiency.
- Collaborated with a team of technicians to reduce network outage incidents by 40% through proactive monitoring and preventive maintenance measures.
- Implemented an automated monitoring system that reduced manual checks by 60%, allowing the team to focus on more critical tasks and further improving network performance.

CERTIFICATES

Cisco Certified Network Associate (CCNA)

Feb 2022

CompTIA Network+ Certification

Jun 2020

MEMBERSHIPS

CompTIA (Computing Technology Industry Association)

IEEE (Institute of Electrical and Electronics Engineers)