**Self Employed**

# **General Grizzly**

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## Professional Profile

Self-employed professional with over ten years’ experience providing Network Administration and Web Design services to over 400 customers with a 95% customer satisfaction rating. Fine-tuned knowledge and application of Cisco, system infrastructure, tactics and strategy to resolve customers problems with both hardware and software issues.

## Skills

Infrastructure Management

Microsoft ERP

Salesforce CRM

Creative graphics

WAN/LAN Management

C++, SQL

## Work Experience

03/20XX – Present **Network Administrator | Self-Employed**

 Williams Network Company – Atlanta, GA

* Maintain user accounts for contracted customers
* Support and update a wide variety of hardware and software such as Cisco,, VMWare, Veeam, Routers, and Switches
* Provide day-to-day customers CISCO IOS router devices including monitoring, management, and maintenance
* Access clients operating systems remotely using secured remote-access software
* Operate using local area network and wide area network principles
* Manage network security tools for over 125 contracted customers
* Configure and upgrade network software such as enterprise antivirus and diagnostic problems
* Identify, troubleshoot, solve, and document network connectivity and performance issues

## Additional Experience

08/20XX – Present **Office Manager** | Pearson Construction Company | Atlanta, GA

## Education

Dec 20XX **Georgia Gwinnett College,** Lawrenceville, GA

 Bachelor of Business Administration, Management Information Systems Concentration

## Certifications

04/20XX **CISCO Certified Network Administrator (CCNA)**

05/20XX **Commercial Computing Environment (CE) Certification; Mac, Unix, and Windows**

03/20XX CompTIA A+ Certification

03/32XX CompTIA Network+ Certification

03/20XX CompTIA Security+ Certification

## Professional Associations

05/20XX - Present **Institute for Operations Research and the Management Sciences,** Member