

Sophia Clark

NETWORK SUPPORT TECHNICIAN

(213) 358-3245

sophia.clark@gmail.com

United States, Los Angeles, CA

SKILLS

Network troubleshooting and maintenance Expert

Router and switch configuration Expert

LAN/WAN technologies Expert

Network security and firewalls Expert

IP addressing and subnetting Expert

Strong technical documentation skills Expert

AWARDS

Employee of the Month, ClearTech Networks — March 2024

LANGUAGES

- English (Fluent)
- Spanish (Conversational)

HOBBIES

- Cybersecurity Research
- Networking Hardware Collecting
- Amateur Radio

PROFESSIONAL SUMMARY

Motivated and highly skilled Network Support Technician with experience troubleshooting network issues, supporting system configurations, and ensuring high availability for organizational IT infrastructure. Knowledgeable in managing switches, routers, and network firewalls.

EXPERIENCE

January 2023 - Now

Network Support Technician

ClearTech Networks / United States, Los Angeles, CA

- Provide network support for a range of clients, ensuring that all network systems are operational and secure.
- Troubleshoot and resolve issues related to LAN, WAN, and wireless networks.
- Monitor network performance, implement routine system maintenance, and ensure security protocols are in place to protect data.
- Assist with the installation and configuration of routers, switches, and firewalls for clients.

May 2022 - December 2022

IT Intern (Network Support)

TechNetworks Inc. / United States, Los Angeles, CA

- Assisted in network setup and configuration for new office locations.
- Diagnosed and resolved network-related issues, including connectivity and performance problems.
- Supported senior technicians in network security audits and vulnerability assessments.

EDUCATION

2019 - 2023

Associate Degree in Network Administration

California State University / United States

CompTIA Network+

CompTIA / Certified: November 2023

Cisco Certified Network Associate (CCNA)

Cisco / Certified: August 2023