




# Michael Johnson

## Software IT Technician

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 Portland, OR

### Professional summary

Versatile IT Technician with 6 years of experience working with computer networks, troubleshooting network connectivity issues, and ensuring optimal performance for local area networks (LANs) and wide area networks (WANs). Adept at managing networking hardware, routers, switches, and firewalls.

### Experience

Network Technician April 2021 - Now

#### Intel Corporation, Hillsboro, OR

- Monitor network performance and troubleshoot issues related to LAN and WAN.
- Configure and maintain routers, switches, and firewalls for corporate offices and remote locations.
- Assist with network design and implementation, ensuring seamless communication between different departments.
- Document network issues and resolutions, providing detailed reports to management.

IT Technician - Network Support April 2019 - August 2021

#### Verizon, Portland, OR

- Provided onsite and remote network support for both corporate clients and private users.
- Diagnosed network connectivity issues and repaired faulty hardware.
- Performed regular network maintenance, including firmware updates and network optimizations.
- Managed user access and permissions for secure network environments.

### Education

#### Bachelor of Science in Network Engineering of Portland State University, Portland, OR

Graduated: May 2019

### Skills

Networking protocols (TCP/IP, DNS, DHCP, VPN)

Expert

Cisco and Juniper routers and switches

Expert

Network troubleshooting and diagnostics

Expert

Firewalls and security systems (Palo Alto, Check Point)

Expert

Network performance monitoring tools

Expert

### Awards



Awarded "Employee of the Month" for outstanding performance in troubleshooting complex network issues at Intel.



Recognized for innovative solutions that reduced network downtime by 15% at Verizon.