

PROFESSIONAL SUMMARY

CCNA-certified Network Administrator with experience managing and optimizing enterprise-level networks. Proficient in configuring Cisco routers and switches, implementing security protocols, and troubleshooting network issues. Skilled in maintaining high uptime, improving performance, and enhancing security measures to protect critical data.

in linkedin.com/in/jmichaels

EDUCATION

Bachelor of Science in Information Technology

University of Illinois at Chicago – 2017

Certifications

- Cisco Certified Network Associate (CCNA), 2020
- CompTIA Security+, 2019

SKILLS

- Cisco Routing & Switching (CCNA) Expert
- Network Security & Firewalls Expert
- VPN & Remote Access Solutions Expert
- LAN/WAN Administration Expert
- VoIP & Wireless Networks Expert
- TCP/IP, DNS, DHCP Expert
- Network Monitoring & Troubleshooting Expert
- Wireless Network Management (Cisco Meraki) Expert
- IT Support & Help Desk Expert

EXPERIENCE



2020 - Now

Network Administrator
United Healthcare Systems / Chicago, IL

- Manage and maintain a multi-site network infrastructure supporting over 500 users, ensuring consistent performance and uptime.
- Configure, deploy, and troubleshoot Cisco routers, switches, and firewalls, optimizing network speed and security.
- Implement VLANs, access control lists (ACLs), and firewall rules to improve security and prevent unauthorized access.
- Collaborate with IT teams to integrate new network technologies, reducing downtime and increasing operational efficiency by 30%.



2017 - 2020

IT Support Specialist
Loyola University Chicago / Chicago, IL

- Provided Tier 2 network support for faculty, staff, and students, resolving 95% of network-related tickets within SLA timeframes.
- Assisted in monitoring and configuring Cisco network devices, including switches and wireless access points, to maintain connectivity.
- Conducted routine network maintenance, including software updates, security patches, and performance monitoring.
- Developed user guides and trained university staff on best practices for network security and troubleshooting.

PROJECTS



- Designed and implemented a secure VLAN segmentation strategy for a mid-sized healthcare facility, improving security and network efficiency.
- Deployed a VoIP system migration for a multi-department organization, reducing costs by 20% while improving call quality and reliability.