

# Ava Green

Skilled in assisting with network design, monitoring performance, and resolving connectivity problems. Dedicated to learning and advancing in the field of networking technologies.



## CONTACT

- (123) 456-7890
- email@example.com
- LinkedIn | Portfolio
- Boston, MA

## KEY SKILLS

- Network diagnostics and monitoring
- Router and switch configuration
- IP addressing and subnetting
- Technical documentation
- Troubleshooting connectivity issues

## PROFESSIONAL EXPERIENCE

June 2021 - Present

**Junior Network Engineer, NexGen Networks** | Boston, MA

- Supported senior engineers in configuring routers and switches for a 500-user corporate network, achieving 99.8% uptime
- Performed routine maintenance tasks, including patch updates and hardware upgrades, reducing technical debt by 15%
- Monitor network performance and resolve connectivity issues, ensuring seamless operations during peak hours
- Document network configurations and incident reports to streamline future troubleshooting processes

May 2020 - May 2021

**IT Support Technician, TechEase Solutions** | Boston, MA

- Resolved over 100 end-user connectivity issues, improving response time by 20%
- Assisted in setting up network hardware for new office locations, ensuring minimal downtime during deployment
- Trained team members on basic network troubleshooting, enhancing overall efficiency

## EDUCATION

**Bachelor of Science, Information Technology**

Northeastern University, Boston, MA | May 2020