

Emma Johnson

Skilled in real-time troubleshooting, performance monitoring, and incident management. Adept at coordinating with technical teams to resolve issues promptly and minimize downtime.

EJ

CONTACT



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LinkedIn | Portfolio



San Diego, CA

EDUCATION

- BACHELOR OF SCIENCE IN COMPUTER NETWORKS | UNIVERSITY OF CALIFORNIA, SAN DIEGO | MAY 2016**

KEY SKILLS

- Network monitoring tools like Nagios or Paessler Router Traffic Grapher (PRTG)**
- Real-time troubleshooting**
- Incident response and resolution**
- System documentation**
- Firewall and VPN management**

PROFESSIONAL EXPERIENCE

NOC ENGINEER I | NETWATCH SOLUTIONS, SAN DIEGO, CA | AUGUST 2018 - PRESENT

- Monitored and maintained 24/7 network operations, ensuring 99.95% uptime for critical business systems
- Resolve over 300 high-priority incidents annually with an average resolution time of under 30 minutes
- Collaborated with IT teams to identify and address root causes of recurring issues, reducing incident frequency by 20%
- Document all incidents and resolutions in a centralized system, improving knowledge sharing and future response times

JUNIOR NETWORK TECHNICIAN I | CONNECTPRO SYSTEMS, SAN DIEGO, CA | JUNE 2016 - JULY 2018

- Assisted in monitoring network performance and troubleshooting connectivity issues for enterprise clients
- Conducted routine maintenance on network equipment, ensuring consistent system functionality
- Supported configuration of routers, switches, and firewalls, reducing technical escalations by 15%