Alexandra Campman

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📞 (585) 281-3517

📍 Rochester, NY

in **LinkedIn**
https://www.linkedin.com/in/alexandra-campman/

EDUCATION

Bachelor of Science

Computing and Information Technologies

Rochester Institute of Technology

August 2022 – December 2025

Rochester, NY

Associate in Applied Science

Information and Network Technology

Monroe Community College

September 2019 – May 2022

Rochester, NY

TECHNICAL SKILLS

Operating Systems: Windows, Linux, iOS, macOS.

Web Development: HTML5, CSS3, JavaScript, Web Hosting.

Applications & Tools: SolarWinds, Wireshark, VMware, Azure, Active Directory, JIRA.

Networking: Cisco, Ciena, & Nokia Network Infrastructure, Optical Networking, TCP/IP Protocols.

Hardware: Computer Troubleshooting and Repair, Network Hardware Installation.

Programming: Python, Bash, PowerShell.

CERTIFICATIONS

- Comptia A+
- Network Technician, Civil Service

WORK EXPERIENCE

Junior Network Engineer

GoNetspeed

📅 August 2023 - Present   📍 Rochester, NY

- Monitor network performance to ensure system availability and reliability, maintaining high standards of network health.
- Implement robust and scalable network solutions for both new and existing Point of Presence (POP) sites, significantly improving reliability and performance leading to a decrease in latency and downtime.
- Conduct thorough testing and evaluation of new fiber optic transceivers and other networking products, ensuring compatibility and performance standards.
- Led the upgrade and maintenance of network rings, ensuring uninterrupted service and boosting network resilience, which decreased network downtime.

Network Technician

Gates Chili Central School District

📅 July 2022 – June 2023   📍 Rochester, NY

- Dual-role managing both customer-facing tasks and back-end responsibilities focusing on ensuring the optimal functionality of network systems, performing regular maintenance, and swiftly responding to network issues.
- Efficiently managed the IT ticketing system, prioritizing, and responding to service requests and incidents
- Diagnosed and resolved hardware, software, and networking issues to minimize downtime and improve operational efficiency.

Computer Support Assistant

East Irondequoit Central School District

📅 June 2021 – July 2022   📍 Rochester, NY

- Deployed, configured, and troubleshot classroom endpoint equipment, enabling the district for successful in-classroom and remote instruction during tight deadlines.
- Provided comprehensive support to faculty and students, resolving technical issues and offering guidance on software and hardware use.
- Managed helpdesk operations, responding promptly to user inquiries and support tickets, and documenting solutions for recurring issues to improve the support process.