

# Alexandra Campman

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📞 (585) 281-3517

📍 Rochester, NY

## EDUCATION

### Bachelor of Science

Computing and Information Technologies

Rochester Institute of Technology

August 2022 – Present

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.

**Tools: & Platforms:** SolarWinds, Wireshark, VMware, AD, JIRA, Jamf, MECM, Ansible, Terraform.

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

**Hardware:** Computer Troubleshooting and Repair, Network Hardware Installation.

**Programming:** Python, Java, Bash, PowerShell, SOL.

## CERTIFICATIONS

- Compia A+ (Expired)
- Network Technician, Civil Service

## WORK EXPERIENCE

### Lab Technician

RIT | Rochester, NY

📅 August 2025 – Present

- Provide technical support for faculty and students by troubleshooting devices and responding to service tickets.
- Maintain operational readiness of over 50 computer labs through workstation setup, hardware troubleshooting, and routine system checks.
- Manage equipment checkout and intake through the IT cage.
- Update internal IT documentation to improve clarity, accuracy, and consistency.

### Junior Network Engineer

GoNetspeed | Rochester, NY

📅 August 2023 – November 2024

- Configured and deployed switches and Cisco ASR series routers for both new and existing Point of Presence (POP) sites to improve and expand network coverage.
- Conducted thorough testing and evaluation of new fiber optic transceivers and other networking products, ensuring compatibility and performance standards.
- Created technical manuals and instructional guides for new equipment and processes to inform and educate users on

### Network Technician

Gates Chili Central School District | Rochester, NY

📅 July 2022 – June 2023

- Dual-role managing both customer-facing tasks and back-end responsibilities focusing on ensuring the optimal functionality of network systems, end user devices, and swiftly responding to technical and network related issues.
- Diagnosed and repaired hardware (screens, motherboards, keyboards, speakers) and software issues (application fixes, OS reinstalls, driver updates, installation errors) restoring device functionality and ensuring reliable performance for users.

### Computer Support Assistant

East Irondequoit Central School District | Rochester, NY

📅 June 2021 – July 2022

- Deployed and configured classroom endpoint devices for over 200 classrooms, ensuring 100% operational readiness for in-person and remote instruction.
- Provided comprehensive support to faculty and students, resolving technical issues and offering guidance on software and hardware use.