ALEXANDRA G CAMPMAN

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EXPERIENCE

Network Engineer Intern
GoNetspeed, *Aug 2023 – Present*

- Monitor network engineering performance and ensure system availability and reliability.
- Configure and install various network devices and services (e.g., routers, switches)
- Perform network maintenance and system upgrades.

Network Technician
Gates Chili Central School District, *July 2022 – June 2023*

- 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.
- 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*

- Deployed, configured, and troubleshot classroom endpoint equipment, enabling the district for successful in-classroom and remote instruction during tight deadlines.

Mobile Customer Support
Spectrum Mobile, *2021 - 2021*

- Promptly handled customer complaints, discrepancies, requests, and inquiries pertaining to billing, new account set up, troubleshooting, pricing tiers, technical IT support, credit card payments and adjustments to customer accounts to increase customer satisfaction.

EDUCATION

Rochester Institute of Technology
Computing and Information Technologies, BS
August 2022 – Present

Monroe Community College
Information and Network Technology, AAS
September 2019 – May 2022

APPLICATIONS

- ACTIVE DIRECTORY
- JAMF PRO
- JIRA
- MICROSOFT AZURE
- OFFICE 365
- SCCM
- SCOM
- SOLARWINDS
- VMWARE

OPERATING SYSTEMS

- ANDROID
- IOS
- MACOS
- WINDOWS 10/11

TECHNICAL SKILLS

- COMPUTER IMAGING
- COMPUTER REPAIR
- TECHNICAL WRITING
- WEB DEVELOPMENT

CERTIFICATIONS

- COMPTIA A+
- NETWORK TECHNICIAN, CIVIL SERVICE

INTERESTS

- ACTION SPORTS
- TABLETOP GAMES
- TRAVEL
- WEB DESIGN