



Ximena Fitzgerald

Senior Network Administrator

CONTACT INFORMATION



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Laconia, NH 12345

EDUCATION

BS, Information Technology

University of New Hampshire, Durham, NH
2010 - 2014

KEY SKILLS

- Active Directory
- SolarWinds
- Palo Alto Firewalls
- VPN Configuration
- Windows Server
- Linux
- TCP/IP and DNS
- SNMP Monitoring
- NIST Compliance
- Vendor Coordination

ABOUT ME

Cisco Certified Network Professional with 12 years of experience administering Active Directory environments, coordinating multi-vendor procurement, and training end users on secure access protocols. Maintains 99.47% network uptime by monitoring performance with SolarWinds and executing firmware updates during scheduled windows. Completed procurement of \$39,710 in switching and cabling equipment under budget by coordinating with 5 hardware vendors to evaluate pricing and delivery terms.

PROFESSIONAL EXPERIENCE

Senior Network Administrator I 2020 - Present

Winnepesaukee Ridge Technology Group, Laconia, NH

- Administer Active Directory and group policy configurations supporting 463 user accounts across 3 campus locations, completing account lifecycle tasks from creation through deactivation.
- Trained 47 employees on secure VPN access and multi-factor authentication procedures over 6 quarterly sessions, reducing lockout calls by 4 per week.
- Maintain 99.47% network uptime across LAN, WAN, and wireless segments by monitoring performance with SolarWinds and executing firmware updates during scheduled windows.
- Coordinate with 5 hardware vendors to evaluate pricing and delivery terms, completing procurement for \$39,710 in switching and cabling equipment under budget and 8 days early.

Network Administrator I 2016 - 2020

Belknap Creek Solutions LLC, Gilford, NH

- Supported 318 user accounts spanning 2 office buildings, handling account creation, permission changes, and deactivations within an average of 35 minutes per request.
- Trained 27 staff members on network security best practices aligned with NIST guidelines, delivering 3-hour workshops each quarter.
- Raised network uptime from 98.12% to 99.31% over 14 months by replacing aging core switches and rebalancing traffic loads across network segments.
- Monitored bandwidth utilization and generated weekly capacity reports, flagging 12 congestion events per quarter before they affected production traffic.

Junior Network Administrator I 2014 - 2016

Merrimack Valley Data Partners, Concord, NH

- Provisioned and maintained 142 user accounts in Active Directory, completing onboarding setups for new hires in under 25 minutes each.
- Monitored network performance using SNMP polling and SolarWinds dashboards, escalating capacity warnings to senior staff within 6 minutes of detection.
- Documented network diagrams and cable schedules for 4 wiring closets, keeping records current within 48 hours of any change.

CERTIFICATIONS

- Cisco Certified Network Professional, Cisco | 2024