



# Andres Mosley

## Junior Network Engineer

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### STRENGTHS

- 💡 **Technical Problem Solving**  
Effectively identified creative solutions during network disruptions, gaining recognition from team leaders.
- 👥 **Client Engagement**  
Built strong rapport with clients, ensuring their concerns form part of the solution conversation.
- ✅ **Attention to Detail**  
Documented intricate network issues diligently, maintaining appeal for both current use and later review.
- 🤝 **Team Collaboration**  
Welcomed collaborative efforts with colleagues to generate impactful improvements in existing systems.
- 🔄 **Adaptability**  
Quickly acclimated to new networking technologies, proving competence in fast-paced environments.

### SKILLS

- Microsoft Windows
- Microsoft Server
- LAN/WAN troubleshooting
- Networking hardware
- Technical support
- Client communication
- Project documentation
- Firewall Configuration
- Network Monitoring
- PC Troubleshooting SQL Server
- Active Directory SharePoint
- Virtualization

### SUMMARY

Enthusiastic Junior Network Engineer focused on enhancing client network infrastructure. Proficient in supporting Microsoft technologies and networking hardware, contributing to seamless operations. Skilled in troubleshooting issues and providing support across various platforms to ensure high client satisfaction. Utilize strong analytical skills to relay complex information clearly to diverse audiences. Committed to ongoing professional development with a keen interest in staying updated on industry trends and best practices. Driven by a passion for technology and dedicated to fostering effective collaborations within and outside the team.

### EDUCATION

#### Bachelor's Degree in Computer Science

University of Illinois 🎓 GPA: 3.8 📅 2027 📍 Champaign, IL

*Coursework: Data Structures, Networking Protocols, Systems Design, Cloud Computing*

### TECHNICAL SKILLS

- **Operating Systems:** Windows, Linux, macOS
- **Networking Protocols:** TCP/IP, DHCP, DNS
- **Server Technologies:** Windows Server, SQL Server, Exchange
- **Virtualization Tools:** Citrix, VMware, Hyper-V
- **Security Technologies:** Firewalls, VPN, IDS/IPS
- **Project Management Tools:** JIRA, Trello, Asana
- **Documentation Tools:** Confluence, Visio, MS Word
- **Communication Platforms:** Slack, Teams, Zoom
- **Scripting Languages:** Python, PowerShell, Bash
- **E-mail Services:** Outlook, Gmail, Exchange Online

### EXPERIENCE

#### Junior Network Engineer

Tech Innovations 📅 June 2025 - Present 📍 Chicago, IL

Serve as a critical member of the team, responsible for managing and optimizing network systems while providing technical support for various clients. Spearhead projects that improve network performance and interfacing with clients to meet their unique needs. Ensure operational excellence through documentation and adherence to best practices, delivering measurable results.

- Facilitated technical support for Windows and Office applications, smoothing user experiences.
- Contributed actively in implementation of Microsoft Server technologies, documenting processes for future use.
- Monitored network operations, identifying and resolving LAN/WAN connectivity issues effectively.
- Engaged with clients to address technical queries, ensuring satisfaction through tailored solutions.
- Maintained precise records of support tickets and resolutions, enhancing overall departmental efficiency.
- Participated in skill-enhancing training sessions, building expertise in advanced network management.

#### Network Support Intern

Digital Solutions 📅 January 2025 - May 2025 📍 Chicago, IL

Assisted in a broad scope of networking activities, honing practical skills in real-world settings. Supported critical infrastructure maintenance and established connections with diverse stakeholders, fostering relationships beneficial for career growth.

Process Improvement

Inventory Management

## LANGUAGES

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Japanese Proficient

English Native

## MY CAREER

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● Junior Network Engineer at Tech Innovations (1.1 Years)

● Network Support Intern at Digital Solutions (4 Months)

- Provided direct support for maintaining robust network infrastructure across multiple client sites.
- Engaged in proactive network monitoring, addressing issues related to routers and firewalls.
- Focused on developing thorough documentation for networking configurations which contributed to team knowledge bases.
- Assisted with project deployments involving Microsoft applications, ensuring client technical needs were met.
- Transformed client interactions by delivering clear tech support, suited to varying levels of understanding.
- Collaborated logistically with senior engineers, enriching learning opportunities by tackling complex network challenges.

## LEADERSHIP & AWARDS

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- Dean's List, University of Illinois (2025)
- First Place, University Hackathon (2025)

## CERTIFICATIONS

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- CompTIA A+ Certification 📅 2026
- Cisco Certified Network Associate (CCNA) 📅 2026

## PROFESSIONAL AFFILIATIONS

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- Member, Computer Science Club, University of Illinois
- Volunteer, Tech for Good, Chicago

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST