

Alex Morgan

Network Support Engineer

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Summary

Network support engineer investigating office connectivity issues, maintaining device records and assisting approved network changes. Progressed from helpdesk triage to network operations support.

Experience

Network Support Engineer, Example Northstar Office Services

Jul 2024 - Present

Pune, India

- Investigated LAN connectivity incidents using interface status, address configuration and ticket history; escalated unresolved routing issues with diagnostic notes.
- Assisted planned switch changes by checking the approved configuration, recording pre-change status and testing connectivity after the change.
- Maintained port and device records so the support team could trace office connection requests.

IT Support Associate, Example Northstar Office Services

Jul 2023 - Jun 2024

Pune, India

- Triaged office connectivity tickets, collecting device, port and symptom details before escalation.
- Updated desk-move records and confirmed user connectivity after supervised changes.

Education

B.Tech, Computer Engineering

2019 - 2023

Example Lakeside University

Skills

Networking: LAN troubleshooting, VLANs, TCP/IP, Network documentation

Tools used: Packet Tracer lab, Wireshark packet inspection, Ticket documentation

Projects

Segmented office network lab

- Built a simulated office network with separate VLANs for two departments and documented the addressing plan.
- Tested the permitted traffic paths and recorded the configuration changes needed to correct a misconfigured port.