Kwabena Hollister

Network Technician

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SUMMARY

Network technician with 5 years installing and troubleshooting wired and wireless networks for small businesses and a 22-school district. Terminated and certified more than 1,400 Cat6 drops, turned up 31 client sites, and closes about 18 network tickets a week with a first-visit fix rate near 90%. Comfortable in comms closets, on ladders and on the phone with carriers.

EXPERIENCE

Network Technician — Redbud Managed IT

Tulsa, OK · Mar 2023 – Present

- Turned up networks for 31 small-business clients, racking switches, firewalls and access points and handing off each site with a labeled patch map within 2 days.
- Close an average of 18 network tickets a week across 60 clients, fixing about 9 in 10 on the first visit by carrying spare optics, patch cords and a cable certifier.
- Traced repeated afternoon outages at a dental office to a PoE budget overload on a 24-port switch and replaced it with a higher-wattage model, ending 3 weekly tickets.
- Replaced 140 consumer-grade access points with managed Ubiquiti units across 12 clients, cutting Wi-Fi complaints at those sites by roughly 70% in a quarter.
- Documented VLAN, IP and port assignments for 25 sites in the shared wiki, so other techs could fix routine issues without a callback.

Network Support Technician — Arkansas River Valley Schools

Muskogee, OK · Jul 2020 – Feb 2023

- Terminated and certified 1,100 Cat6 drops during a 6-building renovation, passing 100% of runs on a Fluke tester before handoff to the contractor.
- Supported switching and Wi-Fi for 22 schools and 9,000 student Chromebooks, keeping testing-week connectivity issues under 5 tickets per school.
- Swapped 48 end-of-life access switches over 3 summer breaks, staging configs ahead of time so each closet was back up in under 45 minutes.
- Cleaned and relabeled 34 wiring closets, cutting the average time to trace a port from 20 minutes to about 5.

SKILLS

Cabling: Cat5e/Cat6 termination, fiber patching, Fluke certification, toning and tracing, rack and stack

Networking: Cisco and Aruba switches, VLANs, PoE, DHCP, DNS, basic static routing

Wireless: Ubiquiti UniFi, Meraki, site walk-throughs, channel planning basics

Tools: ConnectWise, PRTG, Wireshark basics, PuTTY, Visio

CERTIFICATIONS

CompTIA Network+, 2021

CompTIA A+, 2020

EDUCATION

Certificate, Network Cabling and Support, Tulsa Tech, 2020

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