Nicholas Nagley
Mobile: (214)200-6169 | nnagley06@outlook.com
3904 Aspen Dr Rowlett, Texas 75088

Core Knowledge and Skills

- Highly detailed-oriented, influential communicator with a track record of exceeding project deliverables.

- Possess strong skills for SharePoint, SalesForce UNMS, LibreNMS, Bicom, Ignite, LAN, TCP, Cabling, and Ethernet.

Experience

NOC technician, Glow Networks   November 2023-April 2024

- I was in charge of maintenance and monitoring of fiber optic networks. Especially in the deep sea fiber

- Created tickets and worked with tier 3 to resolve issues in a timely manner.

- Locked equipment out as to not damage active fiber circuits.
  Provide onsite technical support and monitor our client's data center and equipment to ensure continuous availability.

Oncor Network Technician   October 2022-SEP 2023

- Digital grid management

- Respond to system alerts and equipment down calls.

- Daily task list of temporary meters

- Interface with various support teams and vendors to ensure appropriate resolution during system outages or periods of reduced performance

IBM Cloud   Server Build Technician   April2022-October 2022

- Ability to set static IP

- Create and work on tickets in an IT Service Management application for customers and escalate issues as needed.

- Troubleshoot and escalate incidents and problems.

- Provide status reports on active or resolved issues.

- Follows established policies, procedures and guidelines.

- Maintain, configure, and perform preventative maintenance to various network and data center equipment to ensure efficient operations.

- Willing to learn but a self starter as well

- Data Center staging, deployment, and logistics/asset management support.

- Server installation & maintenance (rack & stack, HDD, memory, CPU, RAID batteries, NICs, etc.).

- Network installation & maintenance (rack & stack, cabling, parts replacement, etc.).

- Data Center hardware break/fix/move/add/change; component replacement, hardware troubleshooting.

- Server assembly, software installation,server operation and debug

- Networking Experience including switches, VLANS.

- Familiar with racking and stacking

- Site builds & refreshes, while meeting current quality standards.

- Proficiency in hardware installation CPU,Raid cards and batteries as well as NIC Cards

- Perform troubleshooting, escalations, and resolve incidents and problems when detected.

- Interface with various support teams and vendors to ensure appropriate resolution during system outages or periods of reduced performance

- Basic Proficiency in Windows and Linux installs ISO Proficiency

- Provide onsite technical support and monitor our client's data center and equipment to ensure continuous availability.

- AOC fiber change outs

- Updated ticketing system according to daily work load

- Maintain, configure, and perform preventative maintenance to various network and data center equipment to ensure efficient operations.

- Follows established policies, procedures and guidelines

Data Center Technician, *Teck Nation* March 2015 – April2021

- Basic Data Center / IT Operations experience.

- Basic Data Center / IT Operations experience.

- Software & Hardware tools utilized to perform day to day Data Center functions.

- Knowledge of LAN/WAN topologies, protocols, and standards.

- Must exhibit excellent communication and grammatical skills.

- Demonstrated analytical and problem-solving skills.

- Ability to work in an environment that operates 24/7 with an ability to participate in on-call rotation and provide after-hours support as needed.

- Ability to work independently and as part of a team.

- Ability to work under pressure (urgent problems, deadlines, changing priorities).

- Familiar with network cabling (types, distance limitations, testing, connectors, handling).

- Familiar with electrical & optical transceivers (SFP+, QSFP+, DAC, CFP2, DWDM).

- Familiar with server hardware and components.

- Familiar with electrical standards, connector types, power budget calculations, AC vs. DC, single phase vs. three phases, etc.

- Familiar with datacenter design in relation to heat dissipation and air flow.

- Meticulous and obsessive about organized cabling.

- Detail oriented and organized

- Proficiency in hardware installation CPU,Raid cards and batteries as well as NIC Cards

- Server assembly, software installation,server operation and debug

- Familiar with racking and stacking

- Networking Experience including switches, VLANS.

- Monitor additional equipment required for supervising fiber network traffic.

- Assembled multiple devices to increase the fiber network reliability and strength.

- Configured fiber switches and Fiber turn-ups for implementation at active residential and commercial sites.

- Managing and directing day-to-day operations and coordinating activities with responsibilities in terms of maintenance and upkeep of Data Center Critical Systems i.e. HVAC, UPS, Generator, ATS, and Fire Suppression systems.

- Project managing build-out and expansion of Fiber Optic Network known as Ellum Net.

- Managing construction crew and directing Lateral builds.

Technician, *AT&T*   January 2011-March 2013

- Installed and repaired outside plant for U-Verse products that included measurements with state of the art wire detection suite of tools used for both copper and fiber optics.

- Monitored display graphical charts for possible faults and developed a plan of action for repair.

- Installed voice, video, and internet services for meeting; exceeded company standards for efficiency and retained a 95% customer service rating for over 24 months.

- Managed all installations, repairs, and troubleshooting processes with 100% accuracy.

- Trained entry-levels personnel on signal degradation, identification of devices for interference, and wireless conflicts that includes wireless devices like printers, phones, and tablets.

- Supervised additional training for 12 personnel on Pole climbing and Red Cross First Aid and CPR.

Recognition
USA Military, *Army Commendation Medal and Army Achievement Medals*   January 2001
Recipient of multiple awards for outstanding performance and professionalism

Education
MyComputercareer.com-TechSkills - Irving, TX   April – 2015
Certifications in IT

Certifications
MTA Networking, Security, & Server Administration Fundamentals   November 2016
CISA Cyber
October 2018   Certificate with an organization that offers training based on Department Of Homeland Security and CISA guidelines for Veterans actively pursuing a Cyber-Security Position. Numerous certificates currently in the Cyber-Security Arena completed.