

# Joseph Hannah III

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## WORK EXPERIENCE

### Monmouth Cyber - Township of Brick, NJ

September 2022 - Present

#### Network Administrator

- Managed and supervised commercial network infrastructure, ensuring efficiency.
- Executed network build-out projects in compliance with approved project plans.
- Implemented disaster recovery and backup procedures, information security, and control structures.
- Evaluated outcomes and recommended improvements to project and compliance plans.
- Ensured network security and optimization for new and obtained networks.
- Configured and audited network infrastructure devices (firewalls, switches, access points, etc.).

#### IT Technician, Advanced Support

- Managed and resolved escalated tickets from lower levels on-site and remotely.
- Enhanced organization efficiency by creating and executing strategic project plans.

#### IT Technician

- Provided comprehensive on-site IT support to residential and business clients.
- Provided on-call support for emergencies across clients.

### Jenkinson's South Inc - Point Pleasant, NJ

February 2022 - September 2022

#### IT Manager

- Coordinated IT projects from conception to completion, ensuring organizational effectiveness.
- Implemented effective resolutions in a fast paced and high availability critical environment.
- Maintained quality of solutions by enforcing organization standards and contributing to team efforts.
- Preserved assets through disaster recovery, backup procedures, and information security measures.
- Provided risk assessment and recommended IT strategies and policies.

#### IT Technician

- Implemented efficient solutions to a variety of issues across a large campus.
- Ran, terminated, and tested STP/UTP and Fiber runs.

### Target - Toms River, NJ

September 2021 - January 2022

#### Fulfillment Expert

### Casino Beach Pier - Seaside Heights, NJ

May 2017 - September 2020

#### Arcade Technician

- Troubleshooted and resolved customer-reported problems promptly.
  - Maintained extensive knowledge of arcade machine operations.
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## EDUCATION AND TRAINING

#### Technical School

- Completed a year of technical school classes, gaining foundational knowledge in IT.

#### In Field Training

- Acquired valuable skills and expertise through immersive on-the-job training in various IT roles.
  - Participated in specialized training programs, collaborated with seasoned professionals, and Applied acquired knowledge to troubleshoot complex issues, progressing skill development.
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## CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CompTIA ITF+, CompTIA A+, CompTIA Network+ (In Progress), Fortinet NSE (1, 2, & 3)
- **Skills:** Network Administration, Windows, MacOS, Linux, Server (Windows, Linux, VMWare, etc.), Fortinet, Ubiquiti, IT Glue, Halo PSA, Ninja RMM, ConnectWise
- **Home Lab:**
  - Built and maintain a home lab environment featuring a FortiGate firewall, three TrueNAS servers, 10 gig and 1 gig infrastructure, a diverse array of self-hosted applications, and an industry standard 3-2-1 backup plan.
  - Regularly testing new solutions, staying abreast of emerging technologies and industry trends.
- **Hobbies:**
  - Hiking, Camping, Mountain Biking, Snowboarding, 3D Printing, CAD modeling, VR, and Video Games