JAY MOHAN

308 South Everett Street, Streator, IL 61364 | 773-677-7535 | contact@jaymohan.com

- Efficient multi-tasker, able to effectively prioritize and execute tasks
- Motivated and results-oriented
- Confident working with customers

- Adaptable team member who loves to learn
- Highly organized problem solver
- Aims to be a resource for coworkers and upper management

WORK HISTORY

Dual Path Network Solutions • Phoenix, AZ   2019 – 2024

Managed Services Specialist

- User provisioning using Okta single sign-on for Microsoft, Yardi and other tools.
- Working knowledge of Microsoft Admin, Exchange, Entra, and Azure.
- Datto Autotask for ticketing and Knowledge Base.

Consulting Project Manager

- Internet Service Provider Procurement / Outside Plant.
- Microsoft Visio / LucidChart Diagrams.
- COMMSCOPE WiFi Planner.

Tier2/Tier3 Network Operations Engineer

- RG Nets rXg Certified.
- Ruckus Virtual SmartZone Management.
- Staff & Resident Support across all devices.
- WAN Management/Aggregation via Bigleaf.

Universal Telecom Group • Orland Park, IL   2018 – 2019

VOIP/SIP/PBX Engineer

- VOIP Phone Configuration and Support.
- Adtran TA924 Troubleshooting.
- CradlePoint Router Deployment and Cloud Management.
- PhoneSuite PBX Certified.
- Field Nation Technician Manager for new installation and break/fix.

Harbortronics • Fort Collins, CO   2017 – 2018

Product Support Engineer

- Provide technical support for the Cyclapse DigiSnap Pro long term time-lapse solution.
- Software and circuit testing, product assembly and application usability testing.
- Manage production inventory and contribute to product feature development.
- Provide cellular modem APN support across several international carriers and devices.
- Contributor to technical documents, R&D testing and customer resources.

Cloud5 Communications • Chicago, IL   2009 – 2011, 2012 – 2016

Network Sales Engineer

- Responsible for engineering cost conscious proposals for all sales opportunities.
- Performed in a project management role across many simultaneous opportunities.
- Coordinated sub-contractors and held them accountable for their deliverables.
- Provided research and development across various wireless technologies.
- Worked closely with supporting our Sales team in exceeding monthly revenue targets.
- Conducted thorough site surveys in a variety of unique building structures.
- Performed software usability testing for internal network monitoring & quoting tools.

https://www.linkedin.com/in/jaymohan

Lead Field Network Engineer

- Performed as the lead network installation technician for 50+ projects across the U.S.
- Trained new technicians in configuring network devices, proprietary monitoring tools and best practices.
- Configured multi-WAN aggregation for fail-over and load balancing scenarios.
- Experienced with configuring VLANs for management, security and hospitality brand standard compliance.
- Conducted both physical Fluke AirMagnet heat-mapping surveys and predictive surveys based on site blueprints to ensure coverage, density and a positive end-user experience.

Configuration & Provisioning Manager

- Responsible for configuration of access controllers, aggregators, firewalls, switches and access points within our product set (HP, Ruckus, Peplink, Fortinet, DLI, etc.).
- Performed remote installations for assorted break/fix scenarios.
- Managed inventory, purchasing and shipping logistics of all installation projects.
- Tested network devices for internal and vendor RMA purposes.

Technical Support (Tier 1 & 2)

- Performed hospitality end-user phone support with clarity and compassion.
- TCP/IP support across all operating system platforms.
- Promoted cross training and team building exercises.
- Provided support for ISP outages and break/fix scenarios.

Avatier Corporation • San Ramon, CA / Sydney, NSW   2011 – 2012

Systems Engineer

- Configured user provisioning software in complex business environments.
- Tested daily software builds in local VMware environment.
- International/Domestic travel for scoped software implementation projects.
- Troubleshooting for Windows Server 2003/2008, HP-UX, IBM AS400 & AIX.
- Integrated software with Active Directory, SQL 2005/2008 & Exchange 2010.
- Obtained required security clearance for clients such as the SEC, FBI and U.S. Air Force.

CAREER RELATED & PERSONAL INTERESTS

PC Building/Gaming • Community Service • Research • Photography • Music • Writing • Raspberry Pi • DIY Projects • Art • Comedy • Travel • Hiking • Campfires

EDUCATION

Bachelors of Science in Digital Media Communication

Northern Illinois University (NIU), DeKalb, IL • August 2002 – August 2006