Hannah Kowalski

Network Specialist

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SUMMARY

Network specialist with 4 years supporting LAN/WAN, voice and wireless networks for a transit agency and a college. Configures Cisco switches and routers, tunes STP and VLANs, watches SNMP alerts and uses Wireshark for troubleshooting slow links. Keeps port records with attention to detail and gives clear updates to users and managers.

EXPERIENCE

Network Specialist

05/2023 - Present

Three Rivers Transit Authority

Pittsburgh, PA

Regional transit agency with 9 garages, 40 stations and 2,600 employees.

- Configure Cisco switches and routers across 9 garages and 40 stations, about **320** devices on the LAN/WAN.
- Monitor SNMP alerts in SolarWinds and open tickets before users call, catching 60% of outages first.
- Tuned STP root placement and VLANs on garage rings, ending 2 recurring loops that stalled fare systems.
- Support 1,900 VoIP phones and the customer call center, closing voice tickets within 1 business day.

Network Support Analyst

06/2022 - 04/2023

Monongahela College

Pittsburgh, PA

Private college with 6,000 students and staff.

- Resolved wired and wireless tickets for 6,000 students and staff, averaging 35 a week.
- Captured traffic with Wireshark to trace a DHCP relay fault affecting 3 residence halls.
- Patched and labeled 1,100 ports in 22 closets and kept the Excel port inventory current.

SKILLS

- Cisco
- LAN/WAN
- VLANs
- STP
- SNMP
- Wireshark
- Routers
- VoIP
- Troubleshooting
- Attention to Detail

EDUCATION

Bachelor of Science

05/2022

University of Pittsburgh

Pittsburgh, PA

Information Systems

CERTIFICATES

CCNA

03/2024

Cisco

CompTIA Network+

08/2022

CompTIA