

Andres Keen

Network Engineer

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(123) 456-7890

Brooklyn, NY

[Github](#)

WORK EXPERIENCE

NewOak - Senior Network Engineer

January 2015 - current

Brooklyn, NY

- Streamlined the process of troubleshooting and monitoring LAN/WAN activities, leading to an improvement in up-time of 21%
- Charged with building, configuring, installing, managing, and monitoring networking and IP telephony infrastructure related hardware and software
- Improved the response time to incoming incident response tickets by 16% through an automated process that assigns a ticket to the most qualified network engineer
- Wrote technical documentation for processes and infrastructure, leading to a reduction in on-boarding of 3 days for new network engineer hires
- Led weekly "Lunch and Learn" sessions to mentor 7 engineers on best practices around switching, routing, DNS, and IP addressing

Libro.fm - Network Engineer

April 2012 - January 2015

Miami, FL

- Drove operational efficiency improvements, increasing network efficiency by 13%
- Collaborated with leadership to improve wired and wireless networks to have an uptime of 99.99%
- Reviewed, audited, and on-boarded external vendors into network to manage billions of concurrent network requests
- Implemented regular alerting and monitoring of network performance, which reduced network down-time by 9% through quicker response times
- Worked with clients to build robust firewalls using FortiManager and FortiGate to enable employees to seamlessly work from anywhere while accessing critical resources

EDUCATION

Boston College - Bachelor of Science, Information Science

September 2008 - April 2012

Boston, MA

SKILLS

TCP/ IP Networking; Cisco NEXUS / ISE / Prime (WiFi); FortiManager & FortiGate; Amazon EC2 & Direct Connect; Routing protocols - BGP, OSPF, ECMP, MPLS

CERTIFICATIONS

- Cisco - CCNA
- Microsoft - MCITP