Erik Miranda

✉ em702x@gmail.com   📞702-827-8227

in linkedin.com/in/erik-m-616347172   9112 Dancing Snow Ct 103, Las Vegas, NV 89149

Summary

Technical Analyst with extensive experience in IT operations, enterprise networking and managed services.

Experience

Freelancer

May 2019 - Present

- Freelancer for various companies including UserTesting, Amazon Mechanical Turk, Prolific, Sigma AI and Lionbridge.

- Masters qualification with 99.75% Approval Rating on thousands of tasks on the Amazon Mechanical Turk platform.

- 5-star rating on Hundreds of moderated tests on the UserTesting platform.

MTS IV Specialist-Network
Verizon- Irvine, CA

Mar 2007 - Mar 2019 (12 years 1 month)

- Operational support for the Enterprise Verizon IT infrastructure and Retail networks which included several data centers, hundreds of regional offices and over 2500 retail sites.

- Configuration of network hardware/software including the following technologies/brands: Cisco Router/Switch, Juniper Firewall/VPN, Citrix Load Balancer, Nortel VPN and Aruba Wi-Fi.

- Department first responder on outage bridges that often exceeded hundreds of participants.

- Distributed high level summaries of critical and escalated issues to executive management with hundreds of write-ups for revenue impacting outages.

- Network Application support for business critical applications through the capture of network traces to troubleshoot, resolve and analyze root cause.

- Change control management for hundreds of emergency and scheduled maintenance activities

- Successfully resolved over 10% of the operations department allotted ticket queue.

- Proactive monitoring of alerts using multiple applications to prevent and resolve network outages.

- Corporate DNS and DHCP administration.

- IP/Domain blocks on direction from the security operations center (SOC).

Network Operations Team Lead
MegaPath- Costa Mesa, CA

Jan 2005 - Mar 2007 (2 years 3 months)

- Proactive network monitoring, troubleshooting and customer escalations of network outages for the nation's largest privately-held Tier-1 ISP.

- Collaborated with telecommunication carriers to troubleshoot, restore, and stabilize circuits.

- Provided technical support for multiple access technologies including WAN/LAN, DSL/Cable, T-1, Satellite, DS3, OCx, VPN, DNS, MPLS, IPSEC, VRF, Multi-link.

- Configuration and maintenance of more than 10,000 VPN endpoints.

Education:

Long Beach City College- Long Beach, CA
Associate of Arts - AA, Liberal Arts and Sciences

Licenses & Certifications:

CCNA - Cisco Certified Network Associate
Expired Sep 2019

Amazon Web Services Solutions Architect Associate - Amazon Web Services (AWS)
Issued Jan 2020 - Expires Jan 2023
012K6RS2H2Q113CS

Industry Skills/Technologies:

- IT/NOC Operations
- Troubleshooting
- Wireless Technologies
- Routing
- Amazon Web Services (AWS)
- Wide Area Network (WAN)
- Telecommunications
- Network Security
- Firewalls
- Web Services
- LAN-WAN
- WiFi
- MPLS
- Network Captures/ Wireshark
- VPN
- VRF
- Ethernet
- VOIP
- Microsoft Office Suite
- Network Load Balancing
- NNMI
- Remedy
- Cisco Systems Products
- Managed Services
- Technical Support
- Strong verbal and written communication skills

Languages:

Spanish- Native or bilingual proficiency