TOM WORSTER II

NETWORK / SECURITY ANALYST

14 HIGHLAND AVE
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207.403.4983

TOM@WORSTER.ORG

Performance-oriented and motivated Network Security Analyst accustomed to working in fast-paced business environments. Skilled at implementing new network system security policies and procedures, analyzing any security incidents, and configuring networks and servers. Cisco Certified with well-developed technological expertise and strong data-driven approach. Possess great analytical skills and significant ability to work and perform well in a team.

EXPERIENCE

NETWORK OPERATIONS CENTER ENGINEER - OTELCO – BANGOR, ME
05/15/2018 - PRESENT

- Configure/Reconfigure routers and switches to provision new orders.
- Implement engineering guidelines (QoS, performance, reliability, security, VoIP, monitoring)
- Coordinate installation, testing, and acceptance of router/switch transport equipment
- Interdepartmental IP networking expert by building strong tech relationships with colleagues and vendors
- Escalation tier for support to the NOC for customer and/or IP network transport
- Act as liaison between the NOC and other Operations
- Configure all network monitoring and notifications (Cacti, SolarWinds, Whatsup Gold)
- Provide training and specifications for Level I/II NOC support team.
- Maintain and provide periodic audits of Trouble Tickets and trouble ticket process.
- Produce network implementation and migration plans
- Design, assemble, test and deploy networks
- Work closely with Solutions Design Group to test, design, and plan for deployments of new products, services and feature sets.
- Develop and maintain in-depth technical and marketing knowledge of key CPE products (Including familiarity with but not limited to Mikrotik, Raisecom, ADTRAN and Cisco)

NETWORK OPERATIONS CENTER TECHNICIAN II – OTELCO – BANGOR, ME
01/8/2013 – 05/15/2018

- Provide Level II support to the Network Operations Center for customer and/or network troubles, questions, etc.
- Provide one on one support for the Service Technicians working in the field.
- Monitor all voice, data and transport networks, including but not limited to GR-303, host-remote links, backhaul circuits and trunk traffic data for potential issue and/or anomalies and respond accordingly.
- Provision and configure DMS 10, MUX's, DSLAMS, T1's for new facilities-based customers as needed for routine service activation.

NETWORK OPERATIONS CENTER TECHNICIAN I – OTELCO – BANGOR, ME
03/30/2009 – 01/8/2013

- Clearly documenting ALL calls via our Ticketing System.
- Communicating complex technical issues to customers in an easy-to-understand manner.
- Respond professionally and proficiently to internal and external customers.
- Perform customer call backs as appropriate and small business customer support.
- Proactively monitor all in-service Systems and respond to major events appropriately.

SKILLS

Switching

Routing

Linux

MacOS

Windows

VMWare

Active Directory

Metasploit

Nessus/Tenable

Technical Writing

Incident Response

IDS (Bro/Zeek, Snort, Palo Alto)

Microsoft Office

HTML and PHP

Visio

SIEM (Splunk, QRadar)

CERTIFICATIONS

CCNA – FEB 2020
ID: CSCO12404986

PARABEN DSMO – SEP 2020
ID: cert_JQWBPQMY

EDUCATION

BACHELOR OF SCIENCE: CYBER SECURITY
University of Maine at Augusta
GPA: 3.9   05/08/2021