NETWORK ENGINEER (Stephen Hembree)

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IT Network Engineer and Security with over 12 years of professional and progressive technical experience in design, implementation and support, documentation, configuration, administration, maintenance, analysis, problem resolution and troubleshooting of various technologies for enterprise environments which include proficiency in routing, routing protocols, switching, security (ASAs/Firepower/Palo Alto), wireless, VoIP, and Networking Protocols.

## Technical SKILLSet

**Routing/Switching Technologies** - Cisco Routers ASRs/ISRs, Cisco Catalyst/Nexus, WAN, LAN, TCP/IP, Cisco IOS, Spanning Tree Protocol, BPDU, CDP, ACL, NAT, PAT, OSPF, EIGRP, RIP, BGP, MPLS, VTP, SNMP, SMTP, ARP, TCP, UDP, Static Routing, Stub Routing, VLAN Trunking, Multicast routing, HSRP, CEF, Ether channel, Port fast, VSS, VPC.

**Security/Firewall Technologies** - Cisco ASA 5500 series firewalls, Cisco Security Manager Suite, Palo Alto PAN-9 Firewalls, Cisco Firepower – FMC and FTD, Cisco IPS/IDS, Cisco ISE, AAA - TACACS+/RADIUS, SSH, VPN, IPsec, SSL/IPsec, GRE/IPSec, Public Key Infrastructure (PKI), Internet Key Exchange Policy, Port Security, MAC Address Filtering, Stealthwatch and Umbrella.

**Wireless/Voice Technologies** - Cisco WLC, IEEE 802.1x & 802.11, WLAN, WAP, AP, SSID, LW-AP, Quality of Service (QoS), PoE, Cisco CUCM and CIPC.

**Monitoring/Data Center Technologies/APPS** - Wireshark, SolarWinds, Cisco Security Manager Suite, Cisco AnyConnect VPN, DNS, DHCP, FTP, Telnet, HTTP(S), SMTP, PTP, SFTP, RDP. Operating Systems - Windows OS, Windows server 2008, 2012, 2016, SharePoint, Office Visio. Microsoft Exchange Server 2010 and 2016

## Work Experience

### Colony Inn Hotel Dec/2017 – July/2020

Manager and Network Engineer

* Trained Front Desk personnel for checking in Guests with our new Cloud based system with AWS.
* Worked with Cisco Call Manager and CIPC for our VoIP systems.
* Cisco Unified Communications setup for our hotel in Publisher mode with 2 Subscribers.
* Business Network with local businesses for our Fibre Hub and sell them lines as well as setup LAN and WAN systems for said businesses.
* Setup IPSec VPN Tunnels for clients
* Configure and installed Cisco switches and upgraded IOS for the following, 2900, 3900, and 4000 series. The following 2960, 3500, 3600, 3700, 9300 series switches and Cisco Nexus 9k, 5k and 7k
* Overhaul the Hotel’s WLC and AP’s including expanding our Network system to include Smart TVs with direct access for DirectTV and the Internet
* Migrate our older Servers to newer Virtual systems as well as AWS. This also included migrating our CCTV backups to remote site.
* Assist the Owner with VoIP updates to the hotel phones and migrating our system to allow remote management.
* Worked with the Federal Bureau of Investigation on cloud integration to help track sex traffickers in North Hollywood.
* Plans and executes low to medium complexity software upgrades and migration activity.
* Used SolarWinds for Reporting as well as configuration changes on devices.
* Contributes regularly to the development of methodology and documentation to help improve the practice and drive consistent and repeatability in our processes.
* Assists with the configuration and set up of staff training environments.
* Network engineer for Network transformation projects including deploying solutions for adding, moving, decommissioning, and updating new configuration for existing deployments.

### Tao Comedy Studios July 2014 – Nov 2017

Network Engineer

* Troubleshoot issues with both locations’ routers and servers.
* Cisco CUCM and Unified Communications setups for both locations as well as IP Communicator for testing.
* Be on call to resolve connectivity issues in a timely manner
* Help install Cloud based software for their new websites and their video servers for comics.
* Work with Net Admin to integrate systems to AWS for their social media
* Used PuTTY to monitor entire network as for management purposes.

### Cexchange April 2013 – June 2014

Network Engineer/QoS Tester

* Design and deploy company LANs, WANs, and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware
* Changed out our VoIP with Cisco CUCM and Cisco Unified Communications
* Used Cisco IP Communicator for testing
* Monitor network performance and troubleshoot problem areas as needed
* Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records
* Monitor and test network performance and provide network performance statistics and reports
* Oversee new and existing equipment, hardware, and software upgrades
* Provide network Capacity planning recommendations to Management.
* Installation and maintenance of WLC’s and Access Points.
* Application of security updates and software patches in a timely manner, monitor network usage, assess the network performance to ensure that it meets the present and future needs of the Organization and its customers
* Setup new networks as needed and decommission old circuits and Networks no longer needed.
* Used PuTTY to SSH into networks on site for monitoring and troubleshooting.

### Robert Half Technology March 2008 – April 2013

Network Engineer

* Installation and Configuration of Hardware and software
* Troubleshoot and resolve issues with these Security devices which include, ASA firewalls, IDS, IPS, Active Directory Rules, and User Privileges.
* Setup Cisco CUCM servers in both Publisher and Subscriber roles
* Setup NTP servers to work with Unified Call Manager systems
* Analyse packet captures using Wireshark
* Travel to Customer sites to perform hardware installation and software upgrades.
* Document and develop site topology for new cabling as well as devices.
* Setup new Server systems for sites including running and terminating fibre for them
* Follow specific technical requirements and Test cases
* Act as a liaison to Solution Architects, Data Engineers and Technical Support teams
* Migrate Active Directory from 2003 to 2008 Forest and Domains
* Migrate Active Directory from 2008 to 2012 Forest and Domains
* Offer recommendations to make the installation/testing process better
* Install, Operate, and Configure Cisco Devices such as 1900,2900, and 3900 routers, 2960, 3560, 4500 series catalyst switches.
* Configured and installed cisco switches and routers with VLANS, OSPF, EIGRP and BGP as the configuration required.
* Setup STP and HSRP/GLBP/VRRP as needed on site.
* Install Cisco ASA Firewalls
* Train new hires on industry practices
* Perform Help Desk services for clients
* Install and setup WLC’s and APs for various sites.
* Perform backup and recovery of site databases.
* Install and setup Windows Edge Servers as well as Microsoft Exchange Server 2010
* Install and configure VoIP on site.
* Offer recommendations on how to make Installation/Testing process better

### Pasadena City College March 2003 – January 2008

Systems Administrator and Junior Network Engineer

* Deploy builds and perform upgrades.
* Ensure network devices are deployed according to vendor and industry recommended practices.
* Analyse problems and provide resolution.
* Interface with Customer/Architects and Project Manager.
* Technical Support for Professors, Staff, and Students
* Update firmware and make configurations changes as required.
* Define scope of integration and plan integration activities.
* Perform Active Directory updates, assign GPO’s and create users
* Maintain Exchange Servers for Staff
* Create Operational/Maintenance documents for new nodes deployed to the Network
* Create and update network diagrams and documentation changes for Department Networks.
* Perform Cable testing when necessary as well as run new cabling for buildings.
* Install and setup WLC’s and Access Points
* Configured and installed cisco switches and routers with VLANS, OSPF, EIGRP and BGP as the configuration required.
* Configured cisco 1800 series routers and 2960 and 3560 series catalyst switches
* Implementing IPsec
* Upgraded cisco switches and routers with current images as required.
* Trouble shoots faulty equipment's with the site manager and vendors to resolve issues.
* Performed cable matrix verification with provided documentation to ensure cables are labelled and plugged-in the right ports in the correct equipment.
* Provided documentation to support equipment's that were integrated into the network.
* Liaised with project coordinators, project managers and Engineers to ensure projects are executed on time.
* Created documents to help track changes or make changes as required to network equipment's and update the documents accordingly.
* Created new operational/maintenance documents for new Nodes added to the network.
* Attended meetings with Deans, Professors, and Staff.
* Performed after-hours maintenance and support as required.
* Assisted with network moves, upgrades, and installation of applications and equipment.
* Helped with Fibre and Ethernet cabling of devices and testing.
* Setup and installed Cisco ASA Firewalls replacing Cisco PIX systems

## EDUCATION/Certifications

B.S. In Computer Science – University of California, Los Angeles – 2006-2009

A.A in Business Administration – Pasadena City College – 2002-2006

A.S. in Computer Science and Cybersecurity – Pasadena City College – 2020-2022

## TECHNICAL CERTIFICATIONS CCNP, Cisco Certified Network Professional - Routing/Switching (2024) CompTIA Security+ (2024)