**Kim Quach |kquach99@yahoo.com| (925) 276-2199**

**Summary**

Installation, troubleshooting, and tier 2/3 escalation support for various technologies for enterprise environments and include proficiency in wireless, routing, switching, security, and voice.

**Technical Certifications**

* Cisco Certified Network Associate (CCNA) CCNA - Security/Wireless/Voice

**Technical Skills**

Cisco Technologies: Cisco IOS, ASDM, Cisco Catalyst 4500, 6500, Cisco ASA 5500.

Network Technologies: CDP, RIP, OSPF, EIGRP, BGP, MPLS, VTP, TCP, UDP, VLAN, HSRP, STP, GLBP, VRRP.

Voice Technologies: VoIP, CUCM, QoS, PoE, SIP, MGCP, RTP, SCCP, SRTP.

Security Technologies: AAA, IPS/IDS, TACACS+, RADIUS, SSH, VPN, IPSec, Public Key Infrastructure (PKI).

Wireless Technologies: IEEE 802.11 a/b/g/n, WLAN, WAP, AP, SSID.

Monitoring Tools: Wireshark, VMware, Solarwinds, F5, CA Spectrum.

Enterprise Technologies: Windows 10, Microsoft Office Suite, TCP/IP, DNS, DHCP, Linux, Fiber Optics, Data Centers.

**Education**

Computer Network Security, Online Training Ashworth College

Certified WAN Engineering Program LANWAN Professional

Associate of Applied Science, Microsoft and Cisco Systems Administration Heald College

Computer Science City College of SF

**Professional Experience**

**Cisco Systems - Experis Lab Engineer 7-2018 – 10-2019**

* Operate network test equipment (layer 1-3).
* Router and switch interface configuration, recover device from rommon, VLAN, ACL configuration.
* Using Enhanced Inventory Tracking & Management System (eITMS).
* L2/L3 network troubleshooting within an isolated subnet.

**Lockheed Martin - Ryan Consulting Network Specialist 11-2016 - 1-2018**

* Analyze, troubleshoot, and evaluate existing wired and wireless network systems.
* Collaborate on the improvement of network design and connectivity.
* Perform routine network maintenance.
* Logically configure network switches and tools/testing devices.
* Operate network test equipment (layer 1-3).
* Monitor and take appropriate action on network alerts generated by management tools.
* Administer Remedy network ticket queue. Respond, update, and close Remedy incident tickets.
* Support network break/fix actions to restore service to customers. Meet network SLA and performance measurements.
* Polycom/Cisco video conferencing and online meeting capabilities facilitate compelling, productive team online meeting experiences.

**Feeney, Inc. Network System Engineer 10-2015 - 10-2016**

* Manage and troubleshoot LAN & WAN as well as intranet and internet connectivity throughout the organization.
* Configure and setup servers and virtual machines.
* Maintain Veeam backups, tape rotation and manage Microsoft Active directory.
* Coordinate network system planning, upgrading, monitoring, testing and servicing, Cisco ASA firewall.
* Provide advanced complex hardware and software phone support for Mitel Application, IP phone system.
* Network Virtualization concepts and OS that include VMWARE, KVM, and XEN.

**Swinerton Builders - Robert Half Technology Network Engineer (Contract) 4-2015 - 5-2015**

* Provide support for multiple sites (Cisco routers, switches and Cisco ASA firewalls).
* Troubleshooting analysis of routers, switches and servers, using Observer Network Instruments Protocol Analyzer.

**Delta Computer Solutions-SF General Hospital Network Support (Contract) 12-2014 - 2-2015**

* Configure and test/burn-in all components within the staging environment prior to delivery to the hospital.
* Cisco equipment staging and testing: Cisco Nexus 7710, 7706, Cisco Nexus 2232PP 10GE Fabric Extender, Cisco UCS 5108, 6248UP 48-port Fabric Interconnect.

**Intel Corporation Network Technician (Contract) 4-2012 - 11-2014**

* Project support, including scoping and post-implementation cleanup.
* Port disconnections as required by an ITERP event. Disconnection request come from GEMS ticket during sustaining times, but will require ESP tool monitoring for crisis times.
* RMA equipment back to the supplier when needed as related to break/fix and project activity.
* Provide Support of Cisco routers switches such as the 6500, 4500, 3750/2900/3900 etc., F5 Load Balancers (BIG-IP LTM 2000, 11000 devices), and Checkpoint Firewall (Crossbeams x60 devices), Cisco Call Manager, Microsoft Lync.
* Remote troubleshooting, testing, and maintaining video services applications, CDN, VOD, IPTV and Broadcast services.
* Configured IP Addresses, subnet masks, gateways in Linux servers, Intel Media project.

**LAN/WAN Professional LANWAN Engineer (Intern) 2011 - 2012**

* Responsible for assessing, supporting and mentoring LAN/WAN professionals and contractors located throughout the continental United States on various professional and technical issues relating to local area networks (LAN) and Wide Area Networks (WAN) including routing, switching, voice, wireless and security.
* Primary activities included technical and professional assessment of a candidate’s qualification to perform duties of various LAN/WAN positions: escalation support, administration, engineering, analysis and project management.
* Secondary responsibilities included facilitating and supporting any and all escalated Tier 2/3 technical issues including installation, configuration, design and troubleshooting activities for LAN/WAN engineers located nationwide.
* Additional responsibilities included reviewing configuration, implementation activities to ensure proper functionality and providing necessary mentoring to engineers engaged in these activities to ensure proper implementation.
* Other activities included as needed and schedule reports to senior management on the status of technical implementation activities, professional/technical review on LAN/WAN Professionals and its overall success.

**LAN/WAN Professional** **2010 - 2011**

* Certified WAN Engineering Program - CCNA - Security/Wireless/Voice, CCNP

**Sun Microsystems Network/Desktop Support (Contract) 2006 - 2009**

* Responsible for the day-to-day administration and support of various mission-critical LAN/WAN enterprise technologies located within a complex heterogeneous network infrastructure.
* Technical responsibilities included, but were not limited to, the installation, configuration, administration, and troubleshooting of various enterprises LAN/WAN technologies, hardware/software, 2nd/3rd level training and support.
* Professional responsibilities included project management, administration, following corporate policies and procedures, documentation, and scheduling as needed reports to management.

**Kaiser Permanente Onsite Support (Contract) 2005 - 2006**

* Primary activities included, but were not limited to, the installation, configuration, administration, and troubleshooting of various enterprises LAN/WAN technologies, hardware/software, 2nd/3rd level training and support.
* Secondary activities included project management, administration, following corporate policies and procedures, documentation, and scheduling as needed reports to management.
* Special projects and accomplishments included migrating all users to new systems, maintaining server uptime during upgrade, and preserving files against intrusion and unauthorized access.