

# JACK ENNEKING

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## SUMMARY

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I recently moved to Seattle and I am looking for a dynamic, high-tech job to use my networking and other technical experience and learn new skills and technologies.

Primary focus on LAN and ISP networking

Wide variety of IT skills and project experience:

- ♦ Work with all aspects of IT in small and medium-size businesses
- ♦ Build and maintain computers, LANs, ISP networks, and hosted VoIP systems
- ♦ Code in a variety of languages for scientific research, web sites, embedded systems, and more
- ♦ Document and teach technical and other topics to users, coworkers, and kids
- ♦ Quickly and eagerly learn new skills
- ♦ Studied user experience design, neuroscience, and chemistry. I am always eager to dive into any scientific or technical topic.

## EXPERIENCE

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*San Diego, CA*  
*2012–2016*

NextLevel Internet

### ***Network and Systems Engineer***

- ♦ Maintained, upgraded, and troubleshoot core network infrastructure, in addition to internet, phone, and colocation services
- ♦ Responsible for Cisco network, data center infrastructure, and VoIP phone system serving hundreds of business clients
- ♦ Designed, reviewed, configured, and installed office LANs and uplinks to meet clients' security needs
- ♦ Utilized Wireshark, Netflow, Observium and SolarWinds to monitor and troubleshoot large networks
- ♦ Responded to internal and client emergencies to maintain high reliability
- ♦ Found root causes of network and software issues quickly in emergencies, plus thoroughly and methodically for prevention and post-mortems. Presented such findings both formally and informally, internally and to clients and users.
- ♦ Responsible for internal IT maintenance and support
- ♦ Maintained internal network and services on Ubuntu and Windows servers
- ♦ Oversaw transition to Office 365 and administered it. Also worked on transition from local to hosted exchange and virtualization of other network resources on VMWare.
- ♦ Maintained internal documentation and training processes
- ♦ Maintained vendor relationships

*2011*

### ***Client Services Team Lead***

- ♦ Managed a team responsible for account and service changes for clients
- ♦ Managed a team responsible for inventory of hard and soft assets
- ♦ Maintained internal documentation and training processes

*2011*

### ***Project Engineer***

- ♦ Designed, configured, and installed phone, internet, and colocation services
- ♦ Customized offerings for clients' needs
- ♦ Maintained client relationships after install to ensure satisfaction

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## EXPERIENCE (CONTINUED)

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2010–2011 NextLevel Internet (continued)

### **Support technician**

- ♦ Provided technical support for users of phone, internet, and colocation services
- ♦ Communicated with users by phone, email, and ticketing system
- ♦ Responded to after-hours emergencies as part of on-call rotation

UC San Diego Biomedical Library Information Commons

2008–2010 **Help Desk Service Consultant**

- ♦ Provided assistance, troubleshooting, and other user support to 72-station computer lab in UC San Diego's Biomedical Library

UC San Diego *The MQ* (student-run newspaper)

2007–2010 **Web Editor and Technical Support**

- ♦ Learned and used HTML, CSS, PHP, SQL, JavaScript, Photoshop, InDesign
- ♦ Updated website content. Maintained website, network, and computers

Occidental, CA Westminster Woods Camp and Conference Center

2006–2010 **Lead Counselor, Counselor, Archery Director**

- (summers) ♦ Supervised and instructed children and developmentally disabled adults in week-long, overnight summer camp programs

## SKILLS

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### Operating systems

- ♦ Windows, OS X, Linux, Android
- ♦ Cisco IOS, Mikrotik RouterOS

### Programming languages

- ♦ Python, Java, HTML, CSS, PHP, SQL, JavaScript

### Soft skills

- ♦ Excellent written and oral communication
- ♦ Sharp attention to detail
- ♦ Logical thinking and problem-solving ability
- ♦ Flexibility and eagerness to learn new things
- ♦ Providing service to customers and coworkers with friendliness and good rapport

## EDUCATION AND CERTIFICATIONS

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### Cisco Networking Certification

- 2013 ♦ CCNA Routing and Switching
- 2017 ♦ CCNP Routing and Switching (anticipated)

San Diego, CA University of California, San Diego

- 2006–2010 ♦ Bachelor of Science, Cognitive Neuroscience
- ♦ Courses in Java, Python, MATLAB, human-computer interaction, system design

Granite Bay, CA Granite Bay High School

- 2001–2005 ♦ Computer Repair & CompTIA A+ Training
- ♦ FIRST robotics team mentor