

Jordan V. Levinson

Check out my website: Jvlevinson.com

• Senior Network Engineer / Sales Engineering / Network Architect

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SUMMARY

- Skilled professional in the field of Enterprise Environments with over 7+ years of experience.
- Professional in **VeloCloud, Cisco, Fortigate, Meraki, Juniper, Virtualization and Cloud Security.**
- Excellent communication skills both verbal and written. Bilingual, **English and Spanish.**
- Exceptional ability to understand a customer's business requirements to create a solution to achieve their needs.
- Looking for an opportunity to help further advance my knowledge & help me grow as an individual alongside a great company while focusing on my newly found AI career path.

WORK EXPERIENCE

Tetra Technologies

Senior Network Engineer V / Architect

The Woodlands, TX

Jul. 2022 – Oct. 2023

- **Oversaw & Optimized Network Infrastructure:** Managed intricate network infrastructure for Tetra Technologies, extending across campus, remote locations, and data centers, ensuring optimal performance and reliability.
- **Advanced Network Solutions Design & Maintenance:** Evaluated, conceptualized, and upheld sophisticated network solutions, encompassing WAN, LAN, Load Balancing, and Wi-Fi systems, to support diverse operational needs.
- **Hybrid Voice Network Support & Rationalization:** Provided steadfast support and rationalization for a hybrid voice network, seamlessly integrating VoIP with legacy PBX systems to facilitate efficient communication.
- **End-to-End Network Project Leadership:** Spearheaded comprehensive network projects from inception to completion, crafting detailed documentation and diagrams, while acting as the go-to Network (SME).
- **Network Security & Firewall Administration:** Administered network security protocols and firewalls, conducted regular compliance assessments, and proposed robust security solutions to safeguard against potential threats.
- **Strategic IT Project Collaboration:** Engaged actively in IT project design and strategy sessions, collaborating with various IT and business groups as a networking SME, contributing valuable insights and expertise.
- **Troubleshooting & Issue Resolution:** Leveraged deep understanding of networking protocols, routing, and security to efficiently troubleshoot and resolve complex network issues, minimizing downtime and disruption.
- **Effective Communication & Leadership:** Exhibited exemplary communication, leadership, and problem-solving skills, facilitating smooth collaboration and efficient resolution of network-related challenges.
- **Remote Work Proficiency:** Excelled in a remote work setup, fostering teamwork and collaboration to achieve collective goals and objectives.
- **Continuous Learning & Improvement:** Stayed abreast of emerging technologies and industry trends, actively engaging in continuous learning, and implementing improvements to enhance network performance and security.
- **Driving Network Growth & Performance:** Played a pivotal role in propelling network growth, bolstering security measures, and enhancing overall network performance, ensuring alignment with the organization's business needs and objectives.

GFI Digital

Senior Network Engineer / Solutions Architect

St. Louis, MO

Oct. '21 – May 2022

- **Pre-Sales Support & Solution Design:** Collaborated closely with Sales teams in a pre-sales capacity, crafting tailored network & security solutions to address specific customer business requirements, enhancing the potential for sales closure.
- **Architectural Network Design Expertise:** Delivered expert architectural network design guidance to both Sales teams and customers, ensuring proposed solutions aligned with client needs and expectations.
- **Documentation & Estimation:** Developed comprehensive Estimates, Statements of Work, and Bills of Materials for Professional Service engagements, providing clear and detailed outlines of proposed work and associated costs.
- **POC & Demo Coordination with Partners:** Partnered with external vendors to orchestrate Proof of Concepts (POCs) and product demonstrations for customers, showcasing the capabilities and benefits of proposed solutions.
- **Post-Sales Implementation:** Led the post-sales implementation process for new networking solutions at customer sites, ensuring a smooth transition from sales to deployment.
- **Network Hardware Configuration:** Configured a diverse range of network hardware, including Cisco/Meraki switches, routers, firewalls, and Cisco Nexus Data Center Solutions, to create robust and reliable network infrastructures.
- **Complex Network Environment Support:** Provided support for, set up, and configured intricate networking environments, ensuring stability and performance in line with client expectations.

- **Production Environment Troubleshooting:** Actively resolved network issues impacting production environments, minimizing downtime and maintaining business continuity for clients.
- **VPN & Remote Connection Support:** Established and supported VPN and other remote connection infrastructures, facilitating secure and reliable remote access for clients.
- **Device & System Troubleshooting:** Diagnosed and resolved issues related to defective devices, logical errors, and systematic faults across a broad spectrum of technologies, ensuring optimal network performance.
- **Project & Activity Management:** Effectively managed assigned projects and activities, delivering services in line with established objectives and client expectations, while maintaining a focus on quality and timeliness.

Dell Technologies

Virtualization Support Engineer-II

Remote, TX

Mar. '21 – Oct. '21

- **Technical Escalation & Deployment Specialist:** Served as a pivotal technical escalation point, offering specialized design and deployment expertise to address and resolve customer needs efficiently.
- **Collaboration with Senior Support Engineers:** Engaged closely with customers' Senior Support Engineers, ensuring their virtualized environments operated optimally with all errors diligently resolved, fostering customer satisfaction and trust.
- **Documentation & Design Handoff:** Meticulously documented pertinent information and executed design handoffs, empowering customers with a clear understanding of their environment's functionality and operation.
- **vSAN Disk Groups & Node Failures Recovery:** Assisted in the recovery of degraded vSAN disk groups and node failures within clusters, addressed hardware errors, reviewed log bundles, and made informed recommendations on VMWare products to bolster environment reliability and performance.
- **Root Cause Analysis with Technology Utilization:** Leveraged technologies such as Python, PostgreSQL SQL, and Linux to extract and analyze logs, conducting comprehensive Root Cause Analysis to identify and address underlying issues effectively.

Meriplex Communications

Network Analyst-II

Houston, TX

Nov. 2017 – Mar. '21

- **Leadership in Network & Voice Infrastructure:** Spearheaded the design, implementation, and deployment of comprehensive networking and voice infrastructure, utilizing Fortigate, Cisco, VeloCloud SD-WAN, and IP Voice across over 500 sites for a major retail company.
- **SD-WAN Deployment Standards:** Formulated and published standardized procedures for future SD-WAN deployments, incorporating various profiles like Hub/Spoke, Site-to-Site, Full Mesh, and High Availability. Concurrently, facilitated cross-training sessions for team members to ensure adherence to these standards.
- **Automation through Python Scripts:** Developed Python scripts using APIs to automate the deployment of site-wide environments, including VoIP phones, network, and security devices. This initiative significantly streamlined deployment processes, enhancing efficiency.
- **VoIP System Automation Leadership:** Directed the VoIP team in automating the Cisco Unified Call Manager system, successfully reducing the repetitive workload by a substantial 90%.
- **Network Discovery & Proposal:** Conducted a meticulous discovery process to understand the customer's existing network infrastructure, subsequently proposing new network designs, migration plans, and replacement solutions for outdated equipment, ensuring a transition to the latest software and hardware.
- **Service Delivery & Professional Services Collaboration:** Collaborated effectively with the Service Delivery and Professional Services teams to process new customer orders and circuits. Engaged in site surveys and prepared High-Level Design (HLD) and Low-Level Design (LLD) Visio diagrams, along with outlining all Security, IP, and VLAN requirements.
- **IP Door Stations System Engineering:** Engineered a sophisticated IP door stations system integrated with Mag lock release, relay triggers, and DTMF tones for secure door/gate access, utilizing products from Hikvision, 2N, Valcom, and Viking Electronics.
- **Structured Cabling & Fiber Splicing:** Assisted the Professional Services team with running, terminating, and splicing both Single Mode and Multi Mode fiber, adhering to industry standards for structured cabling.
- **On-Call & Cross-Training Participation:** Actively participated in on-call team schedules and engaged in cross-training in various expertise areas, providing crucial support to the team in managing backlogs and meeting customer commitments.
- **Project Tracking for Large-Scale Deployments:** Developed a project tracking system for large-scale deployments to assist Project Managers, leveraging advanced MS Excel skills to ensure efficient and organized project management.

AT&T

Premises Technician & Fiber Optic Splicer

Houston, TX

Oct. 2015 – Nov. 2017

- **Engaged in Line Maintenance:** Executed repair, splicing, and maintenance tasks on both copper and fiber lines, ensuring the integrity and functionality of the POTS network.
- **Racking and Stacking:** Participated in the meticulous racking and stacking of network equipment within various environments, including Datacenters, Colocation facilities, and customer premises.
- **Voice Gateway & NID Installation:** Installed and programmed customer voice gateways and Network Interface Devices (NIDs), conducting thorough verification of voice quality and routing to guarantee optimal performance.
- **Troubleshooting Support:** Provided expert troubleshooting support at various sites, identifying, isolating, and resolving issues efficiently to minimize downtime and disruption.
- **Strategic Installation Planning:** Planned and executed network installations strategically, aligning with residential and enterprise orders, technical specifications, and manuals to ensure accurate and effective implementation.
- **Specialized Equipment Installation:** Installed specialized network equipment, such as Ciena Optical switches and RAD Ethernet switches, particularly for high-rise buildings, enhancing network capacity and reliability.

Education:

HarvardX (on-going est. 2023)

- Artificial Intelligence, ML & Data Science

Lonestar Cy-fair (on-hold as of '21)

- Associate of Computer Science

Certifications / Other:

Zscaler ZCCA-IA (Nov '19)	Fortinet FCA (Nov '23)	Fortigate NSE 1 (Dec '20)	Cisco Meraki CMNA (Feb '18)
Zscaler ZCCA-PA (Nov '19)	Fortinet FCF (Nov '23)	Fortigate NSE 2 (Dec '20)	Cisco Meraki CMNA Advanced (Sept '18)
Zscaler ZCTS (Nov '19)		Fortigate NSE 3 (Jan '21)	Cisco CCNA ('15)

Technical Skills

- **Network Infrastructure:** Cisco, Arista, Nexus, sRX, Juniper, Meraki, Fortigate, Velocloud, Netgear, Ciena
- **Security:** Cisco Umbrella, Rapid7, Network Detective, Firepower, Zscaler, Fortigate
- **Voice / Collab:** Cisco CME, CUCM, Webex, Yealink, Grandstream, IP Voice, Analog, UCaaS, Voice GW, Cisco CUCM, Cisco CME, PBX, Metaswitch, Session Border Controller, Microsoft Teams, Webex calling.
- **SD/WAN:** Velocloud, Meraki, Fortigate
- **Network Technologies:** BGP, OSPF, Dot1q encapsulation, Cisco CLI, Routing/Switching, Cisco Call Manager, UCaaS Voice, IP Cameras, Access Control, Door Stations, MPLS, HSRP, VRRP, STP, VPN, QOS, Ether Channel, Ekahau Wireless Survey, Visio.
- **Cloud Technologies:** Zscaler, AWS, Mimecast, Azure
- **Operating Systems:** Linux Variants, Apple, Windows, Windows Server 16 & 19, ESXi 6.0+, 7.0+
- **Programming Languages:** Python and Bash
- **Wireless:** Meraki, Cisco, Ubiquiti, Ubiquiti PTPs, Ruckus.
- **Testing Equipment:** JDSU OLP-82P Fiber Scope/Meter, JDSU SmartClass v3 & v4, IP Video Handhelds.
- **System Admin:** VMware ESXi, vSAN, HP Servers, iLO, Dell Servers, iDRAC, RAID, Storage, imaging, VxRais.
- **AI:** Text-to-Image, Text-to-Text, Summarization of text/video, Text-to-Video, ChatBots

Management:

I possess a demonstrated proficiency in effective management across various domains, including team leadership, time optimization, and project execution. My innate sense of urgency drives me to expedite tasks promptly while maintaining an unwavering commitment to precision and meticulous organization. These competencies are not just a part of my professional skill set; they are a testament to my dedication to ensuring efficient and successful outcomes in every endeavor.

References:

References and Letters of recommendation can be found on my website under "References"

Scheduling Interviews:

Kindly request that all interview scheduling be exclusively coordinated through my online calendar, which can be found on my website under "Resume / Schedule" tab. This ensures access to the most up-to-date and accurate representation of my availability.