

Contact

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(LinkedIn)

Top Skills

Cloud Computing
Information Security
Computer Network Operations

Languages

French

Certifications

Microsoft Certified: Azure
Fundamentals
CompTIA Network+
CompTIA Security+
CompTIA Cloud+
CompTIA A+

Reed Esslinger

Network Engineer

Columbia, Missouri, United States

Summary

As an Escalation Engineer at Microsoft, I provide high-quality technical support for Azure services, such as Application Gateway, VNET, Load Balancer, NAT gateway, VPN, Azure Firewall, Azure CDN, Front Door, Traffic Manager, and Express Route Gateway. I have been in this role for over a year and a half, and I have CompTIA Network +, A+, Security+, Cloud+ and Microsoft AZ900 certifications to validate my skills and knowledge.

Before joining Microsoft, I worked as a Network Engineer L3 at Kyndryl and a Support Engineer at ServerCentral Turing Group (SCTG), where I gained valuable experience in network administration, network security, firewall management, troubleshooting, escalation management, and process improvement. I have also conducted hiring interviews, created runbooks and tech specs, and scheduled project changes. With 14 years of experience in firewall/boundary support services and 15 years of experience in IT, I am passionate about delivering secure and reliable solutions for enterprise customers.

Experience

Red Level

Managed Services Specialist

May 2024 - September 2024 (5 months)

Columbia, Mo

I am a jack-of-all-trades managed services specialist.

Manage on-call rotations for Managed Services.

Conduct firewall, network, and server troubleshooting.

Provide end user support for VPN, azure support services, software and patch management.

Provide Cloud service support for Microsoft Azure related products including Entra ID, Office 365, and various other cloud connected services.

Implement tools for endpoint security.

Microsoft

Escalation Engineer

August 2022 - February 2024 (1 year 7 months)

Azure Support Engineer supporting Application Gateway, VNET, Load Balancer, NAT gateway, VPN, Azure Firewall, Azure CDN, Front Door, Traffic Manager, and Express Route Gateway.

Kyndryl

Network Engineer L3

September 2021 - July 2022 (11 months)

Columbia, Missouri, United States

Conducted Hiring Interviews

Managed and troubleshot Palo Alto firewalls

Scheduled Project Changes and acted as Primary for Network Device support

Created Runbooks and tech specs for devices in integrated Architecture

ServerCentral Turing Group (SCTG)

Support Engineer

December 2020 - September 2021 (10 months)

Denver, Colorado, United States

Troubleshoot systems outages, maintain critical infrastructure, manage escalations, and improve processes.

Venture Technologies

Technical Firewall Consultant

September 2018 - April 2019 (8 months)

Greater Denver Area

Provided firewall security consulting services

Met service-level-agreement objectives

Provided firewall technical assistance and troubleshooting

Supported Cisco ASA, Palo Alto, McAfee Enterprise Firewall, and Checkpoint Firewalls

Performed implementations, upgrades, and service outages on devices

Acted as Change Management and first contact for customer outages

IBM

Security Escalation Engineer

November 2012 - July 2018 (5 years 9 months)

Greater Denver Area

Tier 3 firewall and network security engineer

United States Air Force

Infrastructure Technician

November 2008 - November 2012 (4 years 1 month)

Deploy, sustain, troubleshoot and repair standard voice, data and video network infrastructure systems

Perform, coordinate, integrate and supervise network design, configuration, operation, defense, restoration and improvements

Analyze capabilities and performance, identify problems and take corrective action

Fabricate, terminate and interconnect wiring and associated network infrastructure devices

The Newberry Group

Network Administrator

January 2008 - November 2008 (11 months)

Goodfellow Federal Center

Controlled server room access, maintained equipment logs, and provided a level of physical security in support of a contract for the USDA at the Goodfellow Federal Center. Provided physical point-of-presence for troubleshooting.

Education

University of Missouri-Columbia

Master of Science - MS, Learning Technology and Design · (January 2024 - December 2025)

University of Colorado Denver

Bachelor of Science Business Administration, Information Systems and Accounting · (May 2019 - May 2021)

Front Range Community College

Associate of Arts - AA, Business/Commerce, General · (2016 - 2018)

Southwestern Illinois College

· (2006 - 2008)