

Skilled Systems and Network Engineer with experience providing comprehensive technical support as well as building custom solutions for end-users and internal teams in a variety of fields including manufacturing, medical, food service, and financial. Seeking an opportunity which builds and utilizes these skills, ideally focusing on Solutions Engineering, or Systems / Network Administration.

Upserve by Lightspeed
Providence, RI

August 2019 - Current

Technical Operations Network Specialist

- Subject matter expert for all customer-use Meraki networking equipment.
- Source and test new and developing technologies to be utilized in customer networks.
- Liaison with product development to ensure new product initiatives are sustainable in customer ecosystems.
- Engage in pre-sales discussions with enterprise accounts to plan and coordinate successful launches / pro services engagements.
- Travel to and oversee enterprise-level network installations
- Planning, kitting, and designing ideal network solutions for customers to ensure seamless overall network operation including wireless performance, firewall security, VLAN segregation, and guest network operation.

Technical Operations Engineer

- Key networking resource for support, sales, and account management teams, providing as-hoc assistance for advanced networking configurations at client sites.
 - Assisting with solutions validation to ensure clients have the best experience possible with Upserve.
- Subject matter expert on all Upserve products (Upserve POS, KDS, Inventory, Networking, etc.)
 - Assist in improving documentation across the board for internal and external knowledge bases
- Liaison between support team members and product / engineering team on bugs, feature requests, and overall UX.
 - Writing JIRA tickets, managing customer communications, etc.
- Assist in developing and improving a support Chatbot to decrease support volume and improve customer support experience.
- Worked closely on a field-service project traveling around the country to provide in-person support for a new product release.

IT Support RI
North Smithfield, RI

September 2016 – August 2019

Systems Engineer – Tier 3

- Assist in maintenance of Windows server 2008, 2012, and 2016 systems, including Active Directory, DHCP, print services, file sharing, FTP, DNS, and SQL management.
- Extensive working knowledge of network cabling, structuring, termination, and certification.
- Perform maintenance and configuration for network hardware such as SonicWALL firewalls, Access Points, switches, printers, cameras, workstations, servers, etc.
- Managed day-to-day client relations as well as ensuring that high-level client specific software and hardware is operating correctly.
- Adept at interacting with owners of small to medium size businesses, in house IT Departments and all employees.

Support Engineer - Tier 1 & 2

- Support all account end-users, managing an average of 18 tickets per day and 20 phone contacts.
- Provide solutions to issues involved with a variety of software, VOIP, security, printers, servers, and user hardware.
- Provide first level support to clients to diagnose and resolve issues, escalating to senior team members where required.

Education: CompTIA Network+ Certification
CompTIA A+ Certification
North Smithfield High School

January 2019
November 2018
June 2016

Software: JIRA, DataDog, SumoLogic, EloView, Meraki Suite, SonicWALL Firewalls, Unifi, Grandstream, VOIP Systems, VMWare ESXi, Windows Server, Linux, Networking, Office 365, Google Apps, Salesforce, Slack, Ekahau

Activities: Boy Scouts of America – Eagle Scout
Outside of work I enjoy sailing, hiking, and I am an avid car & motorcycle enthusiast

January 2015