

Network Administrator II Network Administrator II Network Administrator II San Antonio, TX  
Authorized to work in the US for any employer Work Experience Network Administrator II ASM  
Research - San Antonio, TX November 2018 to Present Part of a team that manages the network  
in a highly available environment across multiple data centers. Experience includes using  
technologies such as Cisco, Palo Alto, F5, NSX, Infoblox, and Tufin to analyze, troubleshoot,  
secure, and maintain the network. Utilize the CLI and GUI to manage F5 LTM to modify and make  
changes to node, pools, virtual servers, configurations, etc. on a daily basis. Utilize the GUI to  
manage palo alto firewall, adding rules, creating objects, and monitoring traffic flow. Utilize the  
Cisco CLI to manage VLANs, IP schemes, SPAN, troubleshoot network issues. Utilize Tufin to  
analyze network traffic flow. Utilize Wireshark to perform packet captures to analyze traffic for any  
network issues that may occur. Utilize Ansible and Ansible Tower to create playbooks and roles  
for F5 and Palo Alto devices to automate tasks and increase productivity. Rack and stack new  
network devices and run cable to those devices. Server support analyst II Globalscape - San  
Antonio, TX October 2017 to Present Provide top notch technical support to users, researching  
issues, troubleshooting, and documenting solutions. Interact with customers with via email and  
phone to gather relevant information, and escalate if necessary. Troubleshoot system  
configurations and replicate customer environments to aid in troubleshooting. Complete, maintain,  
and process paperwork related to case management. Take ownership of support tickets and  
works to find solutions to resolve customer issues. Maintain daily contact with customers for  
submitted support tickets until all issues are resolved while providing excellent customer service.  
Establish remote sessions with users to look at their environment and troubleshoot any issues they  
are having. Explain technical solutions in easy to understand terminology and detail the solution in  
an email to share with their teams to make them more knowledgeable about the product. Asset  
Protection Investigator Saks Fifth Avenue - San Antonio, TX August 2014 to December 2016  
Protected company assets both internally and externally, used analytical thinking and problem  
solving to make investigative decisions and do investigative research daily Setting up IP cameras,  
troubleshooting, and maintaining all data and connections Served as point of contact for all

computer and IP camera troubleshooting    Facilitated active shooter trainings designed to help the store and staff of nearly 200 associates, determine resource utilization and best practices during emergency situations    Researching and detecting fraudulent credit card transactions    Loss Prevention Associate Sears Holdings Corporation - San Antonio, TX August 2011 to October 2014    Monitor CCTV surveillance equipment and utilizing it to apprehend shoplifting suspects and employees engaged in theft    Use and enforce merchandise protection standards to maintain low shortage in high theft departments    Maintain stock counts of merchandise and assures that all on hand counts are accurate.    Education CCNA Rackspace Open Cloud Academy - San Antonio, TX June 2017    Bachelor of Arts in Criminal Justice St. Mary's University - San Antonio, TX December 2010    Skills ACLs (Less than 1 year), DHCP (Less than 1 year), DNS (Less than 1 year), EIGRP (Less than 1 year), IPv6 (Less than 1 year), Technical Support, Networking, Customer Service    Links <https://www.linkedin.com/in/matthew-barrios>    Certifications/Licenses    Cisco Certified Network Associate (CCNA) June 2017 to June 2020    Network+ December 2017 to December 2020    Security+ June 2018 to June 2021    F5 Certified Administrator January 2019 to January 2021    Additional Information    TECHNICAL SKILLS    Networking:    Configuring and troubleshooting Cisco 1921 series routers and 2960 series switches    Configuring OSPF, EIGRP, and RIP routing protocols    Basic configuration of ASA 5520    Configuring NAT and PAT    Configuration of VPNs    Configuring ACLs    Configuring DHCP    Basic F5 load balancer configuration    DNS protocol and server operation

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