

Customer Support Engineer Customer Support Engineer Customer Support Engineer - Cisco Systems Dallas, TX Authorized to work in the US for any employer Work Experience Customer Support Engineer Cisco Systems - Richardson, TX May 2016 to May 2019 Supported and used several software defined networking products, including Network Services Orchestrator (NSO), Cisco NFV Infrastructure Software (NFVIS), Cisco Virtual Infrastructure Manager (CVIM), and WAN Automation Engine (WAE). * Worked exclusively in a Linux CLI environment to test, troubleshoot and recreate software and hardware defects as a member of the Technical Services organization * Troubleshoot virtualized networks. This includes VM to VM and VM to external network communication issues using tcpdump, iperf, nmap, and other linux based network analysis tools. * Supported and worked on OpenStack environments to troubleshoot virtualization issues * Exposure to Cisco routing and switching platforms (IOSv, IOS-XE, some IOS-XRv and NX-OS) * Worked in a customer-facing role on an on-call shift schedule monitoring incoming support requests, making sure SLA commitments are met, facilitated communication between engineering teams and end customers to diagnose and provide workarounds, patches, and fixes * Designed and implemented custom python code to automate and interface with internal APIs to improve troubleshooting capabilities Web Developer RKD Group - Richardson, TX May 2015 to December 2015 * Worked as a mid-level PHP developer on various front-end and back-end web application projects * Provisioned virtual machines on public cloud providers to test and deploy applications, written mostly on the LAMP stack * Developed Python scripts that used HTML parsing to generate aggregated data for use in analysis by project managers * Worked in a team environment coordinating with design and project management teams to develop websites * Designed and implemented various front-end JavaScript applications and scripts to assist in data analytics initiatives Jr. Web Developer Belo + Company - Dallas, TX August 2013 to May 2015 * Developed on the Drupal CMS platform * Worked in a close-knit team of web developers, graphic designers, project managers in a scrum environment * Created custom-coded modules and functionality on Linux (Debian) based servers -- developed, tested, and deployed in-house PHP based applications * Devised and provided patches to address back-end and front-end bugs as part of ongoing support

of deployed LAMP based applications Education BA in Emerging Media and Communication
University of Texas at Dallas - Richardson, TX December 2012 Skills JavaScript (2 years), Linux (4
years), networking (2 years), PHP (2 years), virtualization (2 years), Tech Support, System
Administrator Links <https://github.com/dwbfox> Certifications/Licenses CCNA Red Hat Certified
System Administrator Assessments Technical Support Expert April 2019 Measures a candidate's
ability to apply protocols to identify errors and solutions in order to maintain system function. Full
results: https://share.indeedassessments.com/share_assignment/fh3gdenvcnzwqz70 Indeed
Assessments provides skills tests that are not indicative of a license or certification, or continued
development in any professional field. Additional Information SKILLS & INTERESTS * Skills:
CCNA and RHCSA certified, solid understanding of networking concepts, lots of Linux exposure
(Red Hat, Ubuntu, some Arch, a little bit of Gentoo), log analysis, experience with git, JavaScript,
Python and PHP scripting, SQL queries, KVM based virtualization, libvirt, OpenStack, UCS
hardware, some VMWare exposure.

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