

Network Engineer IV Network Engineer IV Network Engineer IV - Hexagon US Federal Madison, AL

To further advance as a senior Network Engineer in Huntsville AL, and lead a team in providing a customer-first support environment. To utilize all of the expertise I have gained through years of experience with commercial and other government organizations such as ACE-IT, DYNETICS, and HQAMC. Security Clearance: Cleared for Secret information. Work Experience Network Engineer IV Hexagon US Federal - Madison, AL August 2017 to Present Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements. Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vender. Deployment on Windows and Linux servers for DHCP, DNS, and NPS. Maintaining a heuristic monitoring solution providing security and DLP. Upgrading and standing up new sites and datacenters with L2 switching infrastructure. Using protocols such as BGP, OSPF, EIGRP, and Edge Routing. Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation. Establishes network by evaluating network performance issues including availability, utilization, throughput, and latency, planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls. Protects organization value by keeping information confidential. Deploying PKI and two factor authentication for DFARS requirements in complex environments. Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations. Creating VPN tunnels per request via Palo Alto, JUNOS, or Fortinet firewalls. Administration, maintaining, and performance of all network based hardware, such as Avaya switches, JUNOS, SCREENOS, Palo Alto, Juniper, Fortinet firewalls, Asterisk VoIP systems, Switchvox, and Windows DHCP servers. Adding new desk/patch locations by running cable from the patch panel to desired location. Setting up new offices and office moves by configuring firewalls, switches, VoIP and servers. Traveling to multiple locations within and outside of the US to setup remote offices, conferences, and events. Accomplishes organization goals by accepting ownership for

accomplishing new and different requests; exploring opportunities to add value to job accomplishments Senior MIS Analyst/ Network Engineer Intergraph/Hexagon - Madison, AL June 2014 to August 2017 Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements. Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vender. Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation. Establishes network by evaluating network performance issues including availability, utilization, throughput, and latency, planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls. Protects organization value by keeping information confidential. Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations. Creating VPN tunnels per request via Palo Alto, JUNOS, SCREENOS or Fortinet firewalls. Administration, maintaining, and performance of all network based hardware, such as Avaya switches, JUNOS, SCREENOS, Palo Alto, Juniper, Fortinet firewalls, Asterisk VoIP systems, Switchvox, and Windows DHCP servers. Adding new desk/patch locations by running cable from the patch panel to desired location. Setting up new offices and office moves by configuring firewalls, switches, VoIP and servers. Traveling to multiple locations within and outside of the US to setup remote offices, conferences, and events. Accomplishes organization coals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments Onsite System/ Network Administrator Gigaparts - Huntsville, AL February 2014 to June 2014 Imaged laptops with Windows XP/Vista/7 via a bootable USB flash drive. Provided a seamless, behind-the-scenes network refresh to extremely cut back customer involvement. Initial configuration of applications for laptops and workstations to include Microsoft Outlook, NIC configuration, mapping network drives, and VPN Connections. The personal interaction was an important part of providing customers a comfort level with the new Operation System. Installation of hardware, & peripherals. Tier II troubleshooting of initial hardware

outages involving keyboards, mice, printers, monitors & video cards. Support the software technicians by ensuring reliable network connectivity to push desktop images from the network PDC to each individual workstation. Saved team countless hours of troubleshooting. Remove malware, spyware, trojans, backdoors, and other malicious files from computers. Exercise clear communication skills with customers, ensuring their computers are secure in my care. Repaired all types of electronic devices, such as: Printers, scanners, fax machines, phone systems, cell phones, and radios. Helped maintain, customize, and build DoD servers and workstations. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. Maintain network servers such as file servers, VPN gateways, intrusion detection systems. Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches. Support LANs, WANs, network segments, Internet, and intranet systems. Maintain system efficiency. Ensure design of system allows all components to work properly together. Troubleshoot problems reported by users. Make recommendations for future upgrades. Maintain network and system security. System Administrator Dynetics inc - Huntsville, AL May 2013 to February 2014 Support LANs, WANs, network segments, Internet, and intranet systems. Maintain system efficiency. Ensure design of system allows all components to work properly together. Troubleshoot problems reported by users. Make recommendations for future upgrades. Maintain network and system security. Analyze and isolate issues. Monitor networks to ensure security and availability to specific users. Evaluate and modify system's performance. Identify user needs. Maintain integrity of the network, server deployment, and security. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. Design and deploy networks. Perform network address assignment. Assign routing protocols and routing table configuration. Assign configuration of authentication and authorization of directory services. Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. Maintain network servers such as file servers, VPN gateways, intrusion detection systems. Administer servers, desktop computers,

printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.    Onsite Support: Printer Technician Xerox Services - Huntsville, AL October 2012 to May 2013    Maintain Remedy trouble-ticket system to track system restoration progress and keep record of various problem/ resolution scenarios. This operation is vital in maintaining quality assurance and avoiding future outages for the HQAMC.    Carry out regular preventative maintenance checks on client fleet of machines    Proactively resolve and escalate issues    Order and replenish consumables    Maintain log of all activities including on-site parts inventory    Maintain clean and tidy devices and surrounding environment    Repair on the full line of black and white or color digital copiers.    Interface with Customer Service Organization Help Desk

Desktop Support EMCO Technologies - Huntsville, AL November 2011 to April 2012    Maintain Remedy trouble-ticket system to track system restoration progress and keep record of various problem/ resolution scenarios. This operation is vital in maintaining quality assurance and avoiding future outages for the ACE DOIM (Army Corps of Engineers).    Use SCCM to remotely troubleshoot local system outages. Minimized the amount of travel time required to support customer throughout ACE, AL and allows for more staff to facilitate in-house trouble calls.    Manage network computers via Active Directory interface to install new workstations and monitor user profile information and permissions.    Meet all Information Assurance prerequisites for US Army network vulnerability prevention.    Tier I/ Tier II troubleshooting of hardware outages involving keyboards, mice, printers, monitors & video cards, etc.; software outages to include MS Office 2003/ 2007 applications, Army Gold Master images, device drivers, and other mission-specific software. Minimized system downtime for ACE senior leadership and their immediate staff by up to 20 hours.    Well acquainted with CAC readers, certificates, device drivers, and operability.    Work with DOIM Server Team, and Network Services Group to restore outages related to MS Exchange Mailboxes, network switch port security, local-group policies. This improved customer moral by cutting back the amount of interaction involved by the customer. IT Technician Gigaparts - Huntsville, AL February 2011 to November 2011    Imaged laptops with Windows XP/Vista/7 via a bootable USB flash drive. Provided a seamless, behind-the-scenes network refresh to extremely cut back customer involvement.

Initial configuration of applications for laptops and workstations to include Microsoft Outlook, NIC configuration, mapping network drives, and VPN Connections. The personal interaction was an important part of providing customers a comfort level with the new Operation System. Installation of hardware, & peripherals. Tier II troubleshooting of initial hardware outages involving keyboards, mice, printers, monitors & video cards. Support the software technicians by ensuring reliable network connectivity to push desktop images from the network PDC to each individual workstation. Saved team countless hours of troubleshooting. Remove malware, spyware, trojans, backdoors, and other malicious files from computers. Exercise clear communication skills with customers, ensuring their computers are secure in my care. Repaired all types of electronic devices, such as: Printers, scanners, fax machines, phone systems, cell phones, and radios. Helped maintain, customize, and build DoD servers and workstations. IT Manager Staples - Huntsville, AL November 2010 to February 2011 Managed a team of PC Support Technicians to provide excellent support among all customers. Assisted with sales, and provided peer coaching on selling new technologies. Maintained a work environment that invited customers into a clean department with reliable service. Obtained profitable sales and achievement of goals while performing other related duties as assigned. Aligned own work plan with core plans and processes of the department. Practiced management execution by making sure work was completed within the specified time and quality parameters, and built to requirements. Projected a positive image in hopes of serving as a role model for others. Innovative problem solver that can see both the business and technical sides of a problem Built adaptation skills by remaining calm during tense situations. Troubleshooting laptops, desktops, PDAs, hardware peripherals, and laptop related software. Education Associate Skills Cisco, Active Directory, Exchange, Security, Vmware, Juniper, Avaya, Fortinet, Firewalls, Palo Alto, Netgear

Name: Mark Medina

Email: daniel71@example.net

Phone: +1-649-977-8403x5612