Lead Service Engineer Lead Service Engineer Lead Service Engineer - Carousel Industries Austin, TX Work Experience Lead Service Engineer Carousel Industries February 2019 to Present General Responsabilities - Coaching, Training, assignments and led internal triage - Subject Matter Expert for Network infrastructure - ServiceNow Case reviews and Audits for existing issues - Provided technical support for customers to support pre-sales and post-sales processes - Analyze customers' needs and suggest upgrades or additional features to meet their current and future requirements - Provided developers with customers' feedback to help identify potential new features or products   Technical - Lead Engineer for Carousel-led post sales deployments and installations in 3 DataCenters - Checkpoint SmartConsole administration and troubleshooting - Palo Alto Networks Management and deployment - Migration from Cisco ASA'(all products), Sonicwall, Checkpoint, Fortinet, Juniper, Barracuda - Big-IP F5 Load Balancer iRule creation and consolidation - Juniper Route & Switch support and management - Wireless Bradford administration and migration to Cisco ISE - Architect - Created and manage internal Palo Alto Training Environment - Manage/Maintain and Administer for Main Site-CD and Disaster Recoverry environment - Joined Architeting for Panorama-as-a-Service for Design and Deployment in works locally. Manager and Lead Technical Solutions Engineer Arrow ECS Security February 2015 to Present Management, Pre Sales, Training - Managed and Lead 12 post-sales engineers - Coaching, Training, assignments and led internal triage - Case reviews and Audits - Handled Internal Arrow escalations - Trained over 250 Palo Alto Support engineers - Pre Sales - Created and presented pre-sales demonstrations - Provide strategic planning and design proposals to meet business objectives - Evaluations assistance - Palo Alto Networks focused training for CDW and internal Sales Managers Technical - Primary Lead Engineer for Arrow-led post sales deployments and installations - Deployed over 50 vSphere - EXSI hypervisors, and vCenter environments - Over 100 completed Customer Deployments and Configurations, both on site and remotely - Migration from Cisco ASA'(all products), Sonicwall, Checkpoint, Fortinet, Juniper, Barracuda - Deploy/Configure network environments to our Latin America customers in fluid spoken/written Spanish language - Assist Arrow Global IT team with worldwide Palo Alto Networks firewall and

Panorama deployment - Architect - Created and Admin for Arrow's internal Palo Alto Training Environment for Training Department - Manage/Maintain and Administer for Austin Arrow MDF environment and Training Racks. - Joined Architeting for Panorama-as-a-Service for Design and Deployment Network Security Administrator Rackspace Hosting July 2013 to February 2015 Technical - Professional Services for multiple Cisco devices and Big-IP F5 Load Balancers - Cloud network integration - Deploy/Configure network environments to our Latin America customers in fluid spoken/written Spanish language - Deploy/Configure VPN ikev1/ikev2 on Cisco CSR 1000V on Microsoft Azure Cloud - Configure ASA vpn to AMAZON cloud - Deploy Rackspace Cloud Rackconnect and integrate with dedicated network Network Security Administrator Computerlinks April 2011 to July 2013 Technical - Level 2 and 3 support for Palo Alto Network Firewalls - Configured and support of Palo Alto PA-500 - PA-5060 - VPNS, site to site, client to site, hairpin - Static NAT, Policy NAT, SSL VPN, DMZ configurations - Debugs for vpns/connections, Mitigate DOS attacks - Configured and managed Zultys Mxie Admin VOIP internal environment - Configured and managed internal Juniper EX2200 switches - Pre Sales - Pre-Sale technical Support for Fortinet Enterprise Firewalls - Pre-Sale technical Support for SourceFire Firewalls and managed all internal eval equipment Network Administrator Cisco Systems March 2009 to April 2011 Technical - Level 2 and 3 support for Palo Alto Network Firewalls - Cisco TelePresence Break/fix support for Bank of America, General Electric, At&t, P&G - Managed and Configured Enterprise Routers, Load Balancers, 2950 Switches, Cisco proprietary equipment - Configured devices such as Codecs and IP phones in Call Manager - Deployed and configured network environment to Latin America customers in fluid spoken/written Spanish language   Exchange and Sharepoint Break Fix support for Microsoft BPOS-D Primary Lead Engineer for Arrow-led Harte-Hanks August 2007 to March 2009 post sales deployments and installations - Managed and Administrated Domains using Exchange Server 2003 and 2007 - Microsoft Exchange Server 2007 migration, implementation - SharePoint server 2007 and 2010 support experience - Enterprise level Active Directory design, implementation and support (3,000 - 10,000+ organizations) - Break Fix support for several Companies as Nokia, Coca-Cola, Universal Music Studios Big-IP 2000 to 2000

2000 - 7000 series and Brocade ADX 1000 - 4000 series for Enterprise customers - Assist with designing/implementing BGP filtering via route-maps, designing GRE IPsec tunnels   - Daily implementation/troubleshooting of VPN tunnels including but not limited to IKEv2 site to site, IKEv1 client/site2site, SSL anyconnect - Pre Sales - Provide pre-sales support to the sales team and Project Management - Provide strategic planning and design proposals to meet business objectives - Provide pre-sales technology information Education CCNP Austin Community College

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