

Systems Engineer Systems Engineer Systems Engineer - Red Level Networks Canton, MI  
Experienced network engineer/ systems engineer with a wide range of skills. Achieved company integrity award for exceling in customer satisfaction, work quality, and project completion. Work Experience Systems Engineer Red Level Networks - Novi, MI January 2019 to Present 48375  
Technical lead on Projects and top tier escalation point Engage clients and prospects on consulting, presales and technical assessments Review and monitor network logs for security and troubleshooting Datacenter edge networking and routing within cloud environment for client tenants Onboarding and building client environments in datacenter including networking, storage, and servers Build and maintain physical and virtualized environments Create and maintain documentation, best practices, and network diagrams Escalation point for other technical teams Troubleshoot and resolve networking and server issues Backups and disaster recovery Network Administrator Red Level Networks - Novi, MI January 2017 to December 2018 48375 Datacenter edge networking and routing within cloud environment for client tenants Onboarding and building client environments in datacenter including networking, storage, and servers Build and maintain physical and virtualized environments Create documentation and best practices Escalation point for other technical teams Troubleshoot and resolve networking and server issues Backups and disaster recovery Network Administrator AE&E Corporation - Livonia, MI September 2014 to December 2016 48154 Domain administrator for several different sites and companies Troubleshoot and resolve issues in a timely manner both onsite and remotely Lead on data recovery Monitor and review logs to prevent and mitigate future problems Maintain network stability and security IT Helpdesk Support General Motors - Warren, MI June 2013 to August 2014 48092 Manage from start to finish customer requests and escalations Route requests to delivery teams, communicate with customers via phone and email Troubleshoot requests Locate missing information and validate information requirements through active directory Work with team members at different phases of request delivery Manage escalations Education Bachelor of Science in Information Assurance in Information Assurance Eastern Michigan University September 2011 to April 2014 Skills Pki, Vlan, Vpn, Cisco, Dns Additional Information Skills Firewalls

including Sonicwall, Cisco and Fortinet   Dell and Cisco switching   Phone system support, Cisco and 3CX   Routing, switching, VLAN, VOIP, DNS, and VPN   Troubleshoot and solve complex problems in varying environments   Network design, implementation, and best practices   Wireless networks, PKI, and authentication   Virtualization including VMware and Hyper V   Excellent in working independently and on a team   Meeting deadlines and completing projects   Windows Server deployment and support, including terminal services

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