

Network Engineer Network Engineer Network Engineer - Sapphire Solutions Work Experience

Network Engineer Sapphire Solutions November 2017 to Present Configure Netvanta and Cisco Switches and Routers. Configure SonicWALL Firewall devices. Implement DHCP scopes for the internal LAN infrastructure. Update DNS records. Configure Actiontec Modems for clients. Utilize Solar winds to monitor network interface operational status. Configure VPN routes on VOIP/Voice Management Devices. Configure and rollout updates for Polycom Hosted IP systems. Establish and repair VLAN connections for Hosted IP phone system. Maintain a Windows Server Farm environment including Windows patching, Group Policy Management. Migrate Site to Site VPN tunnels & remote IPSEC connections.

Technology Administrator Sapphire Solutions August 2016 to November 2017 Implementation of Mass OS & Office 365 deployment. Managed Bradford network Access Control. Involved in troubleshooting of DNS, DHCP and other IP conflict problems. Set up Mobile phones and tablets with Mobile Iron. Configure and support VDI network tools. Implemented and configured Exchange servers. Extensive support of ShoreTel, Mitel, Toshiba, and Cisco IP Technologies. Respond to tickets related to circuit errors, down circuits, routing issues and PC Break fix management. Handled Citrix, Mobile Iron, Telnet, and Cisco Virtual Network. Deploy and manage Office 365 through the software center.

Operational System Analyst Sapphire Solutions April 2014 to August 2016 Troubleshoot Common PC issues with Windows 7/8/10, Linux, and All apple products. Troubleshoot Deployment issue involving office 365 Deploy Office 365 to mobile devices for on-site crews Use active Directory to administrate accounts, reset passwords, grant or limit permissions, and link profiles to Hosted Exchange servers. Implement and configure DNS and DHCP. Used the SCCM for distributing and upgrading MicroStation, and GIS. Working with HR to fulfill an account request for active directory as well as ServiceNow. Create permissions for Work groups so policy is complied. Expert level proficiency in AutoCAD, MicroStation, and GIS. Used Python code to operate functions within the ESRI GIS system. Provided Server Support & database management within engineering systems using SQL.

System Administrator Sapphire Solutions June 2011 to April 2014 Three years of experience in an IT service desk or Desktop support capacity including experience

with problem analysis resolution, escalation, follow-up and Windows/Apple product troubleshooting.

Provide Hot Fix to Deployment issues and general troubleshooting to Windows PC and Apple Products. Extensive PC/Printer hardware experience. Experience and knowledge of SCCM (Imaging software & Deployment of Office 365). Used Patch management for POS and network workstations. Migrate Active directory controller with Ubuntu servers. Create appropriate OU's so the workstation can be functional and segmented. Unlock, Configure, and cache MacAfee Encryption on mobile device. Implemented and executed computer network security protocols that included virus prevention and removal. Extensive PC/Printer hardware experience. Education Bachelor's in Cyber Security & Information Assurance Western Governors University November 2018 to Present Skills ACTIVE DIRECTORY, CISCO, CITRIX, DHCP, LAN/WAN, ROUTER, SYSTEMS ADMINISTRATION, TCP, TCP/IP, VMWARE, VPN, DNS, ENCRYPTION, EXCHANGE, FIREWALLS, LOAD BALANCING, SERVER ADMINISTRATION, DEPLOYMENT, SECURITY, IPSEC, LAN, MPLS, SQL, Networking Certifications/Licenses CompTIA A+ CompTIA Network+ CompTIA Security+ CompTIA IT Operations Specialist CompTIA Secure Infrastructure Specialist Additional Information Skills Use DHCP to create IP leases and Reservation. Configure & Manage SonicWall Firewalls. TCP/IP, and DNS configurations. Knowledge & experience with LAN/WAN. Configure Cisco Switches and Routers. Linux Based systems Administration. Deploying Microsoft Office applications List Configuring group policy, manage profiles and permissions using Active Directory. Troubleshoot & administer Linux & Unix OS. Experience with SCCM patch management & Microsoft 365 Deployment. Implementation of Hyper-V & VMware. Administration of POS systems and remote troubleshooting. Use Red Condor Spam filtering for email traffic Monitoring. Configure VPN & IPSEC within a Cisco Router. Operate digital PBX Switch using Metasphere. PowerShell & Python Scripting. Windows 7/8/10 Troubleshooting. Apple iOS and Mac OS Troubleshooting. Windows Server Administration & Management. Manage EDSM Network File servers. SQL Scripting & Database Management Track & monitor network activity with Symantec Security Cloud. Encrypt & Manage Mobile Devices with Mobile Iron. Configure MacAfee Encryption on mobile devices. Process requests and document

incidents with Service Now. Troubleshoot Toshiba, Shoretel, Mitel, and Cisco IP technologies. Administrate Citrix Load Balancing sessions. Configure & support VDI network Tools. Extensive experience with multiple ticketing systems. Experience with GIS geographical systems and MicroStation AutoCAD system. Implement & Configure Citrix Servers within a Linux environment. Configure & Administer Network access control using Bradford Network management. Android OS Troubleshooting. Utilize Solar winds to monitor network. Manage & Administer Exchange servers for Email provisioning. Use of Windows Remoting tools. Configure & Manage Netvanta Switches and routers.

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