

Network Engineer Network Engineer Network Engineer - VERIZON Dallas-Fort Worth, TX Network Engineer

Network Engineer with 4+ years professional experience in layer 2, layer 3 network protocols and technologies including LAN/WAN, MPLS, Layer 2 VPNs, and Layer 3 VPNS. Extensive experience working in a multi-vendor environment for a National Internet Service Provider. Experienced in network redundancy and load-balancing protocols (HSRP, GLBP, and VRRP). Good understanding of RIP, EIGRP, OSPF, IS-IS and BGP routing protocols, setting up load balancing using BGP for dual ISP. Analytical and problem solving skills, with logical problem solving from Layer 1 through Layer 7 of the OSI model. Experienced in configuring and troubleshooting WAN protocols: PPP, HDLC and Frame Relay Good understanding and experience with IPsec VPN(s) tunnels, SSH, TACACS+ and RADIUS Experienced with Ether channels, spanning-tree and IP subnetting. Knowledge and skills in Unix/Linux Strong familiarity with designing and supporting WAN technologies (MPLS, PPP) Excellent troubleshooting skills and ability to handle multi-tasks, meet deadlines, and set priorities Detail oriented, good decision making and problem solving skills, excellent interpersonal and communication skills, ability to work in team and individual environment.

Work Experience Network Engineer VERIZON - Dallas, TX August 2018 to Present Perform activation of new IPVPN/MPLS and VPLS services across the VZx MPLS network. Perform grooms, modifications/revisions of current/active IPVPN/MPLS and VPLS services across the VZx MPLS network. Support project managers and sale delivery coordinators Responsible of ACD/INBOUND calls into the VZx center to support field techs and or customers. Perform moderate level CPE and Service provider router configuration on across VZx MPLS network Perform CPE IOS upgrades and chassis troubleshooting Perform moderate to extensive testing with customers

Network Analyst II WINDSTREAM COMMUNICATIONS - Little Rock, AR February 2016 to July 2018 Member of team of professionals responsible for the remote technical support, configuration, maintenance and troubleshooting for various LAN/WAN technologies including routing, switching. Skilled in the installation, operation, and support of LAN/WAN infrastructure using various routing and switching platforms (Cisco, Juniper, Alcatel, Redback). Document work efforts and troubleshooting status in trouble ticketing system, and

perform maintenance/repair activities. Analyze packet captures to troubleshoot network issues and resolve them to increase network availability and stability. Interact with customers to provide a high level of customer satisfaction. Ensure that all customer issues on scheduled shift are handled in a timeline manner, escalating to upper management as necessary. Skilled in configuring and troubleshooting various routing protocols and technologies: OSPF, ISIS, BGP, route redistribution, route filtering, Policy-Based Routing. Perform trouble ticketing and circuit inventory software.

Great customer service skills. Customer Service LSG SKY CHIEFS - Dallas, TX June 2015 to January 2016. Verify all items listed on the work order or sales ticket. Maintain an organized and efficient loading and unloading system DSP (Direct Support Professional) COMMUNITY OPTIONS INC - Dickinson, ND August 2012 to September 2014. Assist clients in maintaining safe and healthy lifestyles. Administering medication to the client GRANITE BAY CARE INC May 2011 to July 2012. Administering medication to the client. Assist clients in maintaining safe and healthy lifestyles.

Instructor LEARNINGWORKS August 2010 to April 2011. Volunteered as an instructor of basic computer skills to immigrants. Network Administrator KIGALI INDEPENDENT UNIVERSITY - KIGALI, RW February 2008 to May 2010. Executed daily operations of network monitoring and troubleshooting. Enable the encryption of system passwords to prevent unauthorized users access to passwords in the system configuration. Configured and administrated VLAN Trunking Protocol to reduce administrative overhead. Shutdown unused switchports following Layer 2 security best practices. Experienced with VLAN, VTP, spanning-tree, IP subnetting. Experience working with Ethernet, TCP/IP, IPv6 and other technologies such as spanning-tree, VTP, VLAN, DHCP, DNS, 802.1Q Trunk, NAT/PAT. Experienced in backing up, restoring and upgrading the Router and Switch IOS.

Education Associate degree Richland College January 2019 to December 2019. Computer Sciences Faculty NATIONAL UNIVERSITY OF RWANDA October 2004 to June 2007. Skills Bgp, Ccna, Ccnp, Cisco, Dhcp, Eigrp, Isis, Juniper, Mpls, Network operations, Ospf, Ds3, T1, Tcp, Tcp/ip, Vlan, Ios, Dns, Networking, Remedy, VPN.

Additional Information TECHNICAL SKILLS: Hardware: Cisco Routers and switches: Cisco ASR 9k, 7200, 3560, 7606; ME4200 Alcatel: ALU 7750, Juniper Switches and Routers Series: MX Series: MX960, MX480, MX120; EX Series:

EX9214, EX4200; Adtram TA5000, Calix E7, Redbook. Networking: CCNP, CCNA, JNCIA, TCP/IP, UDP, MPLS, BGP, OSPF, ISIS, EIGRP, RIP, VLAN, VTP, RSTP, DHCP, DNS, LAN, WAN, Frame-Relay, GRE, IPSec, CISCO IOS, NTP, SNMP, SYSLOG, DS3, T1, PPPoE. Software/Applications/Systems: Network Operations: Remedy Ticketing System, Support Information Systems, SecureCRT, Microsoft Office, Unix/Linux skills

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