

Network Engineer Network Engineer NETWORK ENGINEER Gaithersburg, MD NETWORK engineer and Cloud in progress Authorized to work in the US for any employer Work Experience

Network Engineer BLUE CROSS BLUE SHIELD - Washington, DC July 2018 to Present

- Successfully configured, deployed and led trouble shooting of Layer 3 routing protocols such as BGP, OSPF, & EIGRP.
- Designed & Implemented campus network infrastructure Configured Inter VLAN routing within the campus environment Documented, configured, secured and monitored firewalls, IPS, ACLS, Port Security and STP safeguards.
- Planned and applied appropriate security policies (AAA) on ACS servers (RADIUS) and Cisco ASA, IOS zone-based firewalls.
- Deployed and supported of VM infrastructure in an enterprise environment.
- Proactively analyzed, examined, identified and documented suspicious network activities/non-authorized presence.
- Successfully configured Authentication, Authorization and Accounting on local routers as needed, Successfully configured VPN site to site or remote to site using IPsec tunneling standard.
- Successfully documented enterprise network topology.
- Used various tools such as SNMP to manage network.
- Create/Update/Follow up/Close trouble tickets according to the agreed procedures.
- Use Remedy System to create tickets and fix issues

BACK OFFICE MANAGER & SUPPORT 2015 to 2017 -Best support technician in the front office, I was promoted to back office Manager (Level 2 and 3).

SUPPORT:

- Coach and train new rookies for the back office centers. Support and help team mates to improve their performance
- Give L2/L3 support and initiate intervention if needed

MONITORING AND REPORTS:

- Daily functional check of incoming calls and monitoring tools
- Monitor the QoS board and team performance to ensure efficiency in service delivery
- Follow procedures in case of equipment failure and mayor alarms in the core network
- Keep internal procedures updated
- Generate reports for the head managers (daily and per hour)

SYSTEM ADMINISTRATOR AND SECURITY BANQUE ATLANTIQUE 2013 to 2015 Autonomous Harbor of Cotonou

COMPUTER SCIENCE & TELECOMMUNICATION 2013 to 2013

- Preparing and maintaining log, troubleshoot notes and network trouble tickets
- Troubleshooting and/or coordinating troubleshooting efforts for service, device, or network resolution
- Following up contact with clients and opening and updating of tickets' through closure and resolving customer's and network issues
- Initiate service

interventions, contact service partner for on-site service, guidance during maintenance, update and close intervention order -Activate new sites (VSAT), Line-Up support with the field engineers or technicians -Create /Update/Follow up/Close trouble tickets according to the agreed procedures. -Virtualization of server, application and operating system -Server Management: Windows Server 2012 and LINUX MONITORING -Check and solve RF interference issues with satellite companies and define the root cause. -Check the monitoring tools e.g Nagios; IONOS NMS -Analyze monitoring tools to detect utilization issues and inform customers DOCUMENTATION: -Keep customers information updated in the respective tools & applications. -Keep internal procedures Up ToDate and generate reports. Education Master's Skills AWS

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