Network Operations Engineer Network Operations Engineer Network Operations Engineer - Baylor Scott and White Dallas, TX An extremely motivated and skilled Cisco Certified Network Associate hoping to expand more knowledge in the IT network field. Possesses 3 years of experience in the networking work field, and acquires the ability to adapt to new situations and is a fast learner. Current career objective is to use learned skills to the best of my ability, while swiftly progressing in proficiencies. Work Experience Network Operations Engineer Baylor Scott and White December 2015 to Present   Responsible for taking calls from engineers and users   Monitor network infrastructure for organization of more than 22,000 employees and act accordingly in order to resolve outages and/or degradation of service   Document all networking related changes including configurations and other high level changes   Deploy new configurations as well as modifications to existing configuration including EIGRP, OSPF, BGP, and other L2/L3 protocols   Interface with other internal and external teams to facilitate interdisciplinary projects as well as to resolve major incidents Accomplishments   Assigned new IP address to end devices on BlueCat. Network Administrator CompuCom November 2013 to October 2015   Responsible for taking calls from field technicians and customers   Created and updated tickets through Remedy and Service Now ticket system   Troubleshoot wireless and L1/L2 issues   Troubleshoot T1 and Metro Ethernet circuit Troubleshoot general wireless mobile client issue   Provide L1 NOC assistance to all other teams Configure Cisco AP, switches, and routers   Process RMA for all Cisco equipment Education Information Technology Northwest Arkansas Community College - Northwest, Arkansas, US Additional Information   Team-Leadership Collaboration   Customer Relations   Managing Large Groups   Service Management   24/7 On-Call Network Operations   Network Infrastructure Customer Support/Satisfaction   Documentation   Project Management   Network Configurations/ Installations   Team Building   Group Training   IT Project Tracking / Implementation   Network Skills   Network processing, centralized and distributive network connection   Installing, configuring and administering network technologies   Good understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP, RARP, FTP, TFTP)   Well understanding of Bridging and switching concepts and LAN technologies   IP addressing and subnetting, Routing concepts   Sound

knowledge of routing protocols - RIP V1/V2, OSPF, IGRP & EIGRP   Switches: Basic Configuration & VLAN setup on Cisco 2950, 2960, 3560 Switches.   Router: Basic Configuration & monitoring of Cisco 2500, 2600   Vlan: configuration, switching isl, dotlq   Back-up and restore of all critical resources including router & switches IOS, Outlook, DHCP, DNS   Well understanding of STP, RSTP, VTP, DTP, DHCP Snooping, Port security and Trunking   Functioning knowledge of wan solution, protocol HDLC, PPP   Security administration port security on switch and IP security on Router via Access list, NAT, LAN/Port Security, VPN, IPsec   Good knowledge on reverse telnet and rollover cable   Good understanding on network wireless 802.11a, 802.11b, 802.11g, WEP, WPA, WPA2, Cisco WLC, Cisco Hreap, Motorola ABS, and Motorola Wing5   Proficiencies   BMC Remedy 7   BMC Legacy   Citrix VDI   Clarify   Service Now   Cisco Packet Tracer   VMware vSphere Client   WebEx One-Click   ISD Net Management   Service Now   SolarWinds   BlueCat   Splunk   Cisco Prime

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