

Network Engineer Network Engineer Network Engineer Colorado Springs, CO Network Engineer with expertise in Army Operational Test Command (Cisco-based) network. Responsibilities include:

Configuration, installation and upgrade of Core-6500 switches and access switches
Coordination with Cisco for diagnostics and RMA of malfunctioning network devices Mitigation of Bugs on all Cisco devices for IAVA Compliance, passed down by IA Scan ACAS for current TCP/IP and port related vulnerabilities in any peripheral devices Configuring Cisco Firepower Management Center for monitor of several FTD Firewalls Configuring Cisco 5508 Wireless Controller to add or troubleshoot APs and update software Take calls from remote users to troubleshoot connectivity to Cisco ASA5525 VPN Concentrator Troubleshoot potential outages caused by incorrect BlueCoat Proxy settings Work Experience Network Engineer Army Operational Test Command - Fort Hood, TX March 2017 to August 2019 Ensures network security by configuring ASA and FTD firewalls with Cisco FMC and CLI Provides network continuity by configuring Wireless AP s through Cisco AIR-CT5520 WLC Integrated newly acquired directorates by designing, and configuring network devices Supports Army testing by updating and configuring switches, routers and AP's for deployment Maintains network integrity by trunking and assigning correct VLANs in Core/Access Switches Helps customers by troubleshooting LAN and WAN network outages Maintains IAVA standards by updating, and documenting non-compliant systems Guarantees government compliance by updating and documenting switch hardware and IOS Minimizes downtime by monitoring network outages using SolarWinds Satisfies user requirements by configuring and installing network devices Connects network and system servers by troubleshooting and configuring VLAN issues Mitigates network threats by troubleshooting ACAS system vulnerabilities Keeps OTC in compliance by configuring 6513, 4506, 9300, 3850, 3750 and 2960 switches Systems Administrator Army Directorate of Plans, Training, Mobilization and Security - Fort Hood, TX October 2015 to March 2017 Supports garrison operations by managing DoD approved operating system and required software Guarantees steady troop mobilization by troubleshooting software and network problems Delivers support to deployed forces by working with the NEC Remedy system to mitigate outages Provides a focused training environment by

keeping inventory of 500+ peripheral devices Ensures force modernization by completing the reimaging process for malfunctioning systems Linux Middleware Engineer CGI - Belton, TX January 2015 to October 2015 Supports VDC-HIM by troubleshooting applications and providing 24/7 support to the ADC Steadied the ACA Health Insurance Marketplace by monitoring production environments Delivered mission-critical health solutions by installing all Middleware products during releases Ensured high client satisfaction by participating in trouble calls, and stabilizing JVM performance Sought to improve IT health services by deploying code, and resolving infrastructure problems Video Teleconference Lead Engineer Air Force Global Strike Command - Barksdale AFB, LA March 2014 to September 2014 Provided expertise to Lt. General Kowalski by maintaining CISCO Telepresence, and TMS Vouched for classified info by configuring secure devices, and following encryption procedures Helped guide 17 AF Wings concerning VTC issues by standing up the AFGSC HQ VTC Suites Shored senior military leaders by providing all VI and protocol support to mission-critical briefs Trusted to give expertise to AFGSC and its 31,000 personnel by making all VTC recommendations Network Administrator McElroy Metal Mills - Bossier City, LA December 2012 to March 2014 Showed valuable initiative by learning different technologies including Avaya telephone systems Supported 60+ sales facilities by receiving calls from users, and giving guidance on all IT matters Mitigated issues with 12 nationwide manufacturing plants by handling email exchange configuration Facilitated company growth and expansion by planning network and software deployments Upheld a culture of excellence by working directly with customers on issues, and filtering critical Video Teleconference and Network Administrator Air Force Global Strike Command - Barksdale AFB, LA April 2010 to November 2012 Connected eight Air Force installations by interfacing with end users to resolve network issues Improved Air Force capabilities by complying with DoD regulations regarding network standards Helped with global nuclear deterrence by troubleshooting and diagnosing network problems Managed 150+ bombers and three missile wings by using CiscoWorks to analyze and track outages Effectively supported the President and commanders by installing and configuring VoIP systems Participated in the inauguration of AFGSC by establishing necessary stand-up cryptic VTCs

Helped AFGSC leaders develop a combat ready force through preventative maintenance on VTCs
Removed unnecessary distraction from mission critical meetings by handling multimedia functions
Provided necessary support to the AFGSC Commander by configuring a wide array of VTC devices
Saved the Air Force thousands of dollars in travel costs by setting up internet based VTC meetings
Airman, Cryptographic and Switching Systems Journeyman USAF - Barksdale AFB, LA December
2005 to December 2009 Supported F-16 training exercises by programming STE's for mission
critical objectives Prepared for North Korean invasion by configuring forward operating routers and
switches Guaranteed that communications did not hinder the mission by troubleshooting all
network outages Contributed to the USAF Pacific mission by installing phone lines within several
Air Force Bases Showed leadership abilities by making recommendations on unique IT situations
Education Bachelors of Science in Applied Computer Science in Applied Computer Science TROY
UNIVERSITY - Troy, AL 2014 Skills Windows, Networking, Technical Support, Cisco, Security, VPN,
Active Directory Links <http://linkedin.com/in/narungchai-jackson> Military Service Branch: United
States Air Force Rank: Senior Airman Certifications/Licenses CompTIA A+ CompTIA Network+
CompTIA Security+

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