Project Manager Solution Architect Project Manager Solution Architect Project Manager Solution Architect - Artech Information Systems LLC Skilled Cloud Support Engineer successful at using personal judgment and advanced technical acumen to make a positive impact on IT Department. Forward-thinking and resourceful professional with a diligent mindset and disciplined approach. Ready to bring 5 years of experience in Networking to a challenging new role. Work Experience Project Manager Solution Architect Artech Information Systems LLC - Huntsville, AL April 2019 to Present   AWS provisioning via AWS CLI/API - this includes defining VPCs, ECS clusters, Auto-Scaling Policies/Groups, and Security Group   Experience with IP networking, VPNs, DNS, load balancing and firewalling concepts - (Focus on AWS Networking, Palo Alto and Cisco DMVPN)   Linux engineering / VM support   Researched and resolved issues/inquiries daily.   Escalated issues to the proper help desk associate when necessary and followed up on any escalated issues, all within a timely manner.   Communicated thoroughly with client representatives and customers, enabling effective information exchange and efficient process management.   Documented all inquiry activities in the appropriate reporting system.   Provided responses to inquiries in writing using professional email skills.   Assisted with launching new start up programs working closely with personnel to perform suitability reviews by learning and implementing protocols and engaging client awareness. Network Administrator The Boeing Company - Huntsville, AL January 2019 to May 2019   Install, configure, automate, and monitor various Cloud Services (IaaS, PaaS, and SaaS). Experience with IP networking, VPNs, DNS, load balancing and firewall concepts.   Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.   Migration of 750 User from Windows 7 to Window 10.   Help Desk support for 750 Users.   Network Administration for The Boeing Company and NASA Contractors. Help Desk Analyst Kelly Services - Huntsville, AL December 2017 to January 2019   Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.   Consistently improves customer satisfaction through expert resolution of conflicts, issues and concerns.   Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.   Upheld professional demeanor during stressful times.   Fielded inbound phone calls to deliver

effective support and remotely resolve service issues.   Engaged end users and answered questions via email, phone, website, live chat and in forums.   Set up PC and Apple desktops and laptops and all types of mobile devices.   Authored over 25 articles and entries for ILog and Knowledge Base problem resolutions for addition to support knowledge base.   Trained and supported end-users with software, hardware and network standards and use processes. Gathered pertinent data, identified and evaluated options and recommended an effective course of action. Network Administrator Energy Smart Of Atlanta - McDonough, GA December 2013 to December 2017   AWS provisioning via AWS CLI/API.   Defining VPCs, ECS clusters, Auto-Scaling Policies/Groups, and Security Group.   Designing and building mission-critical solutions on AWS Windows Server administration and maintenance including Active Directory and Group Policy. Configuring and Installation of Cisco Switches by implementing Virtual Local Area Network (VLAN) over OSPF, EIGRP.   Installed Network Infrastructure.   Performed system maintenance and upgrades, including patches, service packs, hot fixes and new security configurations.   Installed and upgraded internal and third-party software.   Constructed and maintained the VLAN.   Installed, maintained and supported all network and voice-related hardware, software and communication links for design.   Maintained network hardware and software and monitored the network to ensure network availability to end users.   cedricgreene17@gmail.com (561) 827-1283 Huntsville, AL Skills Active directory, Cisco, Vlan, Ipv6, Network troubleshooting, Linux, SQL, Sql Server Certifications/Licenses AWS SOLUTIONS ARCHITECT ASSOCIATES August 2019 to August 2022 CCNA February 2019 to February 2022

Name: Bobby Hernandez

Email: wrightrobert@example.net

Phone: (470)553-9594