Adrianne Crouse

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OBJECTIVE: To obtain a master's degree in a field related to Application Development

WORK EXPERIENCE

LONI Network Engineer   **November 2018 - present**
Louisiana State University – LONI   Baton Rouge, Louisiana

Louisiana Optical Network Infrastructure serves higher education statewide by providing reliable high speed internet service and access to high performance computing centers. LONI manages or leases the fiber and optical network components to support 10G, 40G, and 100G access presently, has ties to similar consortiums, and has gained direct access to high bandwidth service nodes such as Google and Netflix. LONI management continuously works to upgrade LONI services. LATA engineers support the regional universities and handle the technical support needs of the LONI mission.

IT Technical Support Manager   **October 2016 – November 2018**
State of Louisiana Office of Technology Services   Baton Rouge, Louisiana

The Office of Technology Services serves executive branch agencies statewide at over 1000 locations. The Network Services Incident Resolution Team (IRT) received escalated trouble tickets regarding network issues from the Tier 1 help desk. IRT resolves trouble tickets regarding most data center issues and remote site troubles dealing with layer 3 or above and failed routers and switches. We also supported the 5 network points of presence (POPs) which serve as circuit hubs for agencies statewide, and in some case, provide DR internet access.

Information Technology Technical Support Supervisor   **September 2007 – October 2016**
State of Louisiana Office of Telecommunications Management   Baton Rouge, Louisiana

I supervised work groups of 2 to 5 technicians in the network services area in the areas of wide area networking (5 years), network security (1 year), and following an agency restructuring, network service provisioning (2 years). The WAN group supported state agency's connecting to our IP backbone for data center network services and/or internet access. We changed customer connection technologies based on available contracts. We developed and maintained an MPLS backbone to securely separate agency traffic on a shared infrastructure. In the security group, we maintained virtual firewalls for each customer using Cisco or Fortinet and provided VPN group and tunneling service to manage remote workers and small office connectivity.

EDUCATION

Bachelor's Degree, English, May 1996   Louisiana State University | Baton Rouge, Louisiana

Master's Degree, Information Technology, August 2022   NOVA Southeastern University, Florida

Current certifications: PCNSA (Palo Alto Network Security Administrator)
Past certifications include JNCIA, CCNA and CISSP

REFERENCES

Professional: Gary Mumphrey, Assistant Director, Louisiana Optical Network Infrastructure, 225-255-1259

Personal: Becky Froedge, Chevron, Chemical engineer, rdfroedge@aol.com, 225-921-5663