Chris McIntyre

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Professional Summary

Adaptable and detail-oriented Network Administrator with hands-on experience managing enterprise IT infrastructure, network security, and system administration. Proficient in configuring and supporting firewalls, VPNs, switching/routing, and wireless networks across multi-site environments. Skilled in troubleshooting, incident response, and performance optimization for both local and remote systems. Strong background with Active Directory, DNS/DHCP, VLANs, and endpoint management. Passionate about continuous learning, maintaining a self-built Cisco home lab, and pursuing CCNA certification.

Core Competencies

- Network Infrastructure (Routing, Switching, VLANs, TCP/IP)
- Firewalls & Security (Palo Alto, ACLs, VPNs, GlobalProtect)
- System Administration (Windows Server, AD, Group Policy)
- Wireless Networking (Wi-Fi 6, SSIDs, Controller-Based APs)
- Endpoint & Remote Access Management (RMM, LTE WAN, VPN)
- DNS, DHCP, and IP Address Management
- Incident Response & Root Cause Analysis
- Network Monitoring Tools (Wireshark, SolarWinds, PRTG)
- IT Support & Troubleshooting (Tier II/III, Helpdesk Escalation)
- Authentication Systems (SSO, MFA, Identity Providers)
- Cloud & Virtualization (basic competency: AWS, Azure, Hyper-V, VMWare)
- Documentation & IT Policy Development
- Cisco IOS CLI, CCNA-level Networking Knowledge

Professional Experience

Diligent Robotics – Austin, TX

Network Administrator (Mar 2024 – Mar 2025)
- Led IT network operations across headquarters and remote sites.
- Managed and optimized Palo Alto firewalls, VPN access, and security policies.
- Oversaw LTE WAN routers supporting offsite robotic operations.

- Provided 24/7 on-call support for outages, security incidents, and infrastructure failures.
- Administered DHCP, DNS, VLANs, wireless, and user authentication systems (AD, SSO, MFA).
- Developed IT policies and documentation for internal procedures.

ROC Admin (Mar 2023 – Mar 2024)
- Monitored robotic fleet operations, ensuring uptime and performance.
- Troubleshoot robotic network issues and coordinated multi-team resolutions.
- Delivered training sessions and process documentation for robotic workflows.
- Supported IT tasks including VPN setup and user permission management.

Independent Contractor – Dripping Springs / Austin, TX

Freelance Networking Consultant (Dec 2018 – Mar 2023)
- Delivered freelance network consulting services while pursuing formal education and industry certifications in networking technologies.
- Evaluated and optimized client network infrastructures, including firewall, switching, and wireless configurations, to improve performance, security, and reliability.
- Reviewed hardware and software configurations to align with best practices and client needs; delivered detailed recommendations and implemented approved changes.
- Assisted small businesses with network design, device selection, and configuration of routers, access points, and Layer 2/3 switches.
- Troubleshoot and resolve network issues related to connectivity, segmentation, and performance, often involving multi-vendor environments (Cisco, TP-Link, Netgear).
- Provided documentation and training to clients for ongoing network management and basic troubleshooting..

Riverside ER – New Braunfels, TX

Emergency Room Technician (Jan 2021 – Sep 2021)
- Supported patient care during COVID-19 peak: EKGs, wound care, phlebotomy, and CPR.
- Assisted with POC testing, triage, and infection control protocols.
- Collaborated with staff in a high-stress, high-volume ER environment.

Dell Seton Medical Center / Brackenridge – Austin, TX

Emergency Room Technician (Feb 2014 – Oct 2018)
- Delivered broad clinical support across pediatric, trauma, and psychiatric care units.
- Responded to emergencies including Code Blue events and trauma activations.
- Operated and maintained medical devices; documented care in EMR systems.

Education

University Studies – Ongoing
UTSA, University of Texas, ACC – San Antonio & Austin, TX

Bachelor of Computer Science (In Progress)
Coursework includes: C++, Python, Linux, Networking (CCNA), SQL, HTML/CSS, JavaScript, Java

Dripping Springs ISD – Dripping Springs, TX

GED Earned (1999)

Certifications & Labs

- CCNA (Cisco Certified Network Associate) – Coursework completed; currently preparing for the exam.
- Built and maintain a Cisco home lab with multiple switches, routers, and VLAN configurations.