

# Chris McIntyre

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## Professional Summary

Network Administrator with proven success in securing and optimizing enterprise IT infrastructure across multi-site environments. Skilled in firewall management, VPN deployment, system administration, and troubleshooting mission-critical networks. Strong background in Active Directory, DNS/DHCP, VLANs, and wireless technologies. Passionate about continuous learning, currently pursuing CCNA certification and maintaining a Cisco lab for advanced practice.

## Core Competencies

- Network Infrastructure (Routing, Switching, VLANs, TCP/IP)
- Firewalls & Security (Palo Alto, ACLs, VPNs, GlobalProtect)
- Windows Server & Active Directory (GPO, DNS, DHCP, MFA, SSO)
- Wireless Networking (Wi-Fi 6, Controller-Based APs)
- Incident Response & Root Cause Analysis
- Endpoint & Remote Access Management (RMM, VPN, LTE WAN)
- Network Monitoring (Wireshark, SolarWinds, PRTG)
- Cisco IOS CLI & CCNA-Level Networking Knowledge

## Professional Experience

### Diligent Robotics – Austin, TX

#### Network Administrator | Mar 2024 – Mar 2025

- Managed network operations across HQ and remote robotic sites, ensuring 24/7 uptime.
- Optimized Palo Alto firewalls, VPN access, and security policies to safeguard infrastructure.
- Oversaw LTE WAN routers supporting field robotic deployments.
- Reduced security incident response time by implementing proactive monitoring and alerting.
- Authored IT policies, technical documentation, and user access standards.

#### ROC Admin | Mar 2023 – Mar 2024

- Coordinated cross-team responses to robotic network failures, cutting downtime by 30%.
- Implemented monitoring processes that improved fleet uptime and reliability.
- Delivered technical training and workflow documentation to operations staff.
- Supported IT tasks including VPN setup and identity management.

## Independent Contractor – Austin/Dripping Springs, TX

**Freelance Networking Consultant | Dec 2018 – Mar 2023**

- Designed and deployed small business networks, including firewalls, Layer 2/3 switches, and wireless APs.
- Optimized client networks for performance, segmentation, and security across Cisco, TP-Link, and Netgear devices.
- Delivered detailed recommendations, implemented upgrades, and trained clients on ongoing management.
- Resolved multi-vendor connectivity and performance issues, increasing network reliability.

## Early Career Experience

**Emergency Room Technician – Riverside ER & Dell Seton Medical Center | 2014 – 2021**

- Supported patient care and high-acuity clinical operations during trauma and COVID-19 response.
- Collaborated in fast-paced, high-stress environments requiring precision and teamwork.

## Education

Austin Community College – Austin, TX

Completed coursework in Computer Science (C++, Python, Networking, Linux, SQL)

University of Texas at San Antonio – San Antonio, TX

Healthcare coursework

University of Texas at Austin – Austin, TX

Healthcare coursework

Dripping Springs ISD – Dripping Springs, TX

GED Earned (1999)

## Certifications & Labs

- CCNA (Cisco Certified Network Associate) – Coursework completed; exam in progress
- Built and maintain a Cisco home lab with routers, switches, VLANs, and multi-site topologies