GLENN E. WALLACE JR.

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**QUALIFICATION SUMMARY:**

A leader who is dedicated to world-class service delivery by focusing on customer satisfaction and IT systems availability as my primary objectives.

* Extensive experience using the latest LAN/WAN technologies in large organizations worldwide
* Hands-on practice managing networks, meeting SLA’s, and major IT infrastructure projects
* Technical skills set with NGF-Panorama/SSL Decrypt/GlobalProtect, ASR/ISR, VDX/ICX, 7K/5k/2k and SolarWinds NPM, IPAM, SRM, NCM, NTA, SAM network management tool

**CORE COMPETENCIES:**

Strategic/Tactical Planning - IT Networks - Process and Service Improvement/Best Practices

Resource Planning - Vendor Management – Team Lead

Operations Focused - Project Execution - Cross-Functional &amp; Remote Team Management

Problem Solver

**PROFESSIONAL EXPERIENCE:**

**Network Administrator, Universal Health Services –** April 2022 to July 2024

EMPLOYEE

Engineering: Design existing CISCO VPN, CISCO ASA 5515, EPL WAN, ARUBA CLEARPASS, ARUBA AIRWAVE, ARUBA 7020 CONTROLLERS, ARUBA 5412, ARUBA 3810 LAN, VLAN.

AWS – AMAZON EC2; VPNC (NAT, Peering, VPN), IAM, EC2 CONTAINER SERVICE, S3, CLOUD FRONT

* Amazon Cloud Front, RDS, Cloud watch, and Cloud Trial
* Configure and implement HP Aruba 3810 Stack
* Configure and implement HP Aruba 5412rzl2 VSF Single Node
* Configure and implement HP Aruba 5412rzl2 VSF Frabic
* Configure and implement HP Aruba 7020 Wireless
* Configure and implement HP Aruba ClearPass
* Configure and implement HP Aruba AirWave
* Configure and implement EPL Circuits L3
* AD 2019 Create login Accounts.
* AD 2016 Assign Folders/Servers/Unix host permissions
* AD 2019 Security Delete terminated employees login credentials
* Ubuntu 20.04 LTS Add/Remove login accounts, applications, and Users permission
* Ubuntu 23.04 LTS Add/Remove login accounts, applications, and Users permission
* Add remote Users Cisco VPN RapidID
* Add Site-to-Site VPN new business partners

**PROFESSIONAL EXPERIENCE:**

**Sr. Network Analyst, Orange County Transportation Authority –** July 2019 to Mar 2022

CONTRACTOR

Engineering: Design existing VPN, WAN, LAN, VLAN Fabric, Monitoring computer networks, systems, and devices includes next-generation firewalls.

* Design, configured, and implemented Cisco Nexus 9336
* Design, configured, and implemented PA-5220, PA-3220, PA-850, PA-220
* Design, configured, and implemented Panorama VM
* Design, configured, and implement PAN POLICIES: PA Security Pre Rules
* Design, configured, and implement PAN POLICIES: PA NAT Pre Rules
* Design, configured, and implement PAN POLICIES: Decryption – Pre Rules
* Devops tools: Git, Ansible, Tomcat, Apache, Jenkins, Ansible, Ubuntu, CentOS, Linux
* Configured Azure Network Connection types: Microsoft Entra Join – Hybrid Microsoft Entra Join
* Provisioning Cloud PC connected to Azure subnet join Domain Windows AD, OU destination
* Configured and implemented PAN OBJECTS ADDRESS
* Configured and implemented PAN OBJECTS ADDRESS GROUPS
* Configured and implemented PAN OBJECTS SERVICES
* Configured and implemented PAN OBJECTS SERVICE GROUPS
* Configured and implemented PAN OBJECTS CUSTOM OBJECTS – SPYWARE
* Configured and implemented PAN OBJECTS CUSTOM OBJECTS – VULNERABILITY
* Configured and implemented PAN OBJECTS CUSTOM OBJECTS – URL CATEGORY
* Configured and implemented PAN OBJECTS SECURITY PROFILES – ANTIVIRUS, ANTI-SPYWARE, VULNERABILITY PROTECTION, URL FILTERING, FILE BLOCKING, DATA FILTERING, DOS PROTECTION
* Conf
* Palo Alto Networks, Panorama, SSL Decryption DoD, Cisco ASA, and Network Traffic Maintenance
* Design, configuring, installing, and network problems associated with LAN, WAN, Wireless, firewalls, VOIP/SIP, virtualization and more in a 24x7x365 high-availability environment. ​

**Sr. Network Engineer, Daylight Transport –** August 2016 to April 2019 - EMPLOYEE

Engineering: Design existing WAN, LAN, WLAN, VDX Fabric, Voice and security technologies. Add/modify Security Policy/NAT Policy, add/modify Global Protect profiles, and search for Threats on PA-5220. Add, delete, or modify VDX port-channels. Work with Systems Engineers creating or modifying VLANs between INAP Data Center and Digital Realty Co. AWS cloud formation templates, AWS CloudWatch, AWS S3

* Palo Alto Networks Firewall Management and URL/APP/Malware Content Filtering
* Palo Alto Networks, Panorama, SSL Decryption DoD, Cisco ASA, and Network Traffic Maintenance
* Broad knowledge in Amazon Cloud Services and its features: AWS EC2, VPC, AMI, snapshots, CloudWatch
* Design, configuring, installing, network problems associated with LAN, WAN, Wireless, firewalls, VOIP/SIP, virtualization and more in a 24x7x365 high-availability environment. ​
* Planning, design, forecasting, deployment, documentation, capacity management, patching, updates, and other ongoing daily management of network infrastructure. ​
* Brocade/Cisco Network LAN/WAN/Wireless Traffic Management and Security
* Brocade (RX, SX, FCX, ICX, VDX) L2/L3 Switches - Core/Aggregation/Access Layer
* Meru Networks and Cisco Legacy) 802.11a/b/g/n/ac Wireless Access Points and Network Controller and AP Management – Aruba ClearPass Guest Wireless On-boarding.
* Wireless Forklift Scale device configuration
* Aruba ClearPass/Cisco ACS (TACAS+/RADIUS AAA Authentication)
* Routed/Routing Protocols: TCP/IP, BGP, OSFP, VRRP-E
* Microsoft Lync 2013 Voice/Video/Citrix Network Traffic (QoS (DSCP), SIP, VoIP, ICA, etc.)
* Network and Server Load Balancing (Ecessa ClariLink, Citrix Netscaler, Brocade ADX1000)
* VMware ESXi Network Distributed Switch Configuration
* SolarWinds NPM, IPAM, NCM, NTA, SAM, SRM, VMAN
* Network (SNMP, WMI, IP, etc... based) Management Tools Configuration and Administration
* Network Infrastructure Security (LAN/WAN/Intranet/Internet)
* Brocade/Cisco L2/L3 Router/Switch ACL Security
* Citrix Access Gateway and Cisco ASA (SSL) VPN Management and Security
* Microsoft Office 365 Configuration and Support (Lync, Email, SQL, etc…)
* Citrix XenApp/XenDesktop Network Configuration and Support
* VMware Network Infrastructure Design/Configuration/Support
* Linux/Unix Operating Network Traffic Support
* Microsoft Lync 2013/Sonus SBA/SBC1000 SIP - Network Configuration and Support
* Manage/Troubleshooting Data/Voice Circuits - Level 3/TWTC/Internap/Intelepeer

**Sr. Network Engineer, IMPAC Mortgage –** January 2016 to June 2016 - CONTRACTOR

Engineering: Design existing WAN, LAN, WLAN, Voice and security technologies. Add, delete, and modify existing phones using Cisco Unity 8.5 and Cisco Call Manager 8.5. Work with company I.T. Architect and Developers to help redesign and relocate Data Center to Zayo.

* Designed, configured, and implement Palo Alto 3050 at Irvine Jamboree
* Reviewed and approved all network designs, changes and implementations
* Developed a mentoring program to allow senior engineers to obtain stronger technical skills
* Created a support team to allow project engineers to deliver quality services more effectively
* Improved availability by creating new processes to mitigate change induced outages
* Improved relationships with dissatisfied clients by addressing their negative perceptions by ensuring that we delivered on our commitments
* Designed, configured, and implement Nexus 7009 OTV between Irvine and Zayo
* Designed, configured, and implement Nexus 7004 VDC 5 Context with OTV Zayo
* Designed, configured, and implement Cisco ASA 5025 at Zayo Data Center
* Designed, configured, and implement vPC peer-link between M1 cards at Zayo DC
* Designed, configured, and implement vPC peer-link between F3 cards at Irvine DC
* Designed, configured, and implement WAN circuits, POTS lines, SIP Trunks, and PRI Circuits between Zayo and Irvine
* Designed, configured, and implement Azure P2P with Cisco Router 2925
* Designed, configured, and implement Cisco Anyconnect with Cisco ASA 501

**LEGAL ZOOM, Sr. Network Engineer, August 2015 to December 2015 – CONTRACTOR**

Infrastructure team: Two Data Centers Active-Active (Austin TX) and (LAX). Dual Carrier (AT&T) and (Level-3) two 1GB Ethernet with 500 MB E-Line between DC’s. Cisco routers ASR 1002x, 1001, Cisco 3945, Cisco 3845. Nexus 7009, Nexus 5548, Catalyst 6513, Catalyst 6509, Catalyst 3850, Catalyst 3750, Catalyst 3550. Firewall: Cisco AA 5585x SSP-40, 5525, 5515. Cisco Wireless 5500, Cisco Aironet 2600

* Redesign, configured, and implement Nexus 7009 VDC 4 Context Austin Data Center
* Designed, configured, and implement Nexus 7009 VDC 2 Context LAX Data Center
* Designed, configured, and implement vPC peer-link between M22 cards at Austin DC
* Designed, configured, and implement vPC peer-link between F11 cards at LAX DC
* Designed, configured, and implement Genesys at Data Centers, Glendale, and Austin
* Designed, configured, and implement QOS, DSCP on Nexus 7009
* Designed, configured, and implement QOS, DSCP on Catalyst 6509 on WS-X6148

**ORANGE COUNTY SUPERIOR COURT, Sr Telecommunication Specialist, September 2014 to August 2015 – CONTRACTOR**

Telecommunication: Design, configure, implement, and support occourts.org Metro-E Network. Primary Data Center AT&T in Irvine California. Backup location CJC (Central Justice Center). Two 10 GB AT&T Metro-E located in the Data Center. Two 1 GB AT&T Metro-E Central Justice Center. Lamoreaux, Harbor, North, and West Justice Center have 500 MB Metro-E. Cisco Nexus 7009 Dual Supervisors, Cisco ASA 5520, Catalyst 3560, Avaya 8600, Nortel 5530, Nortel 5520.

* Design, configured, and implement Nexus 7009 Single-Sided vPC Topology.
* Design, configured, and implement OSPFv2 over Metro-E
* Design, configured, and implement vPC peer-link multiple FC cards
* Design, configured, and implement vPC peer-keepalive link between Supervisors
* Design, configured, and implement LACP neighbor interfaces between Nexus and Avaya 8600
* Design, configured, and implement vPC role
* Design, configured, and implement Radware Alteons 5224 ADC-VX, v 30.1.0.0 Image
* Troubleshot network traffic using Netflow and Solarwinds
* Troubleshot OSPVv2 with Jumbo frames
* Troubleshot OSPF LSA Type 2 between Cisco and Nortel switches
* Troubleshot OSPF LSA Type 3 between Cisco and Avaya switches.

**HONDA NORTH AMERICA, Sr. Network Engineer, March 2013 to July 2014 - CONTRACTOR**

Network Operations: Supported Honda Global Network. Two Data Centers (Primary) Colorado (Backup) Torrance California. Dual Carrier (Verizon) and (Sprint) two 10 GB Ethernet with two Back Haul (OC-48 and OC-3) for Redundancy and TSM. Cisco routers ASR 1013, ASR 1006, Cisco 7600 VXR, Cisco 3900, Cisco 2900. Catalyst 6500, Catalyst 4509, Catalyst 3750, Catalyst 3550. Firewall Walls: Cisco ASA 5585-X IPS SSP-60, Cisco Pix 515. Riverbed Interceptor 9350, Steelhead 5050, Steelhead, 2050, Steelhead 1050, and Steelhead 550. Aruba 6000 and 3000 controllers, AP 150, Instant 105, Instant 135.

* Troubleshot Network CCSC open calls using Remedy.
* Troubleshot Remote Access Hard Token or Soft Token
* Troubleshot, configured, and implement Aruba Controller 3000, 6000 Network High Availability
* Troubleshot, configured, and implement EIGRP, OSPF, and BGP
* Troubleshot, configured, and monitor Performance Issues ASA 8.3, ASA 5585-X/IPS SSP-60
* Troubleshot network traffic using Netflow and Fluke OptiView
* Troubleshot Load Balancer using Riverbed
* Troubleshot WAN traffic using Fluke TAP Series and vMesh
* Troubleshot SLA Requirements Change Control using Cisco Works Prime
* Troubleshot Wireless Client, Access Points, WLAN access
* Troubleshot VIP, Web Server Load Balancing, Remote Authentication, F5 BIG-IP Local Traffic Manager
* Troubleshot LAN/WAN Traffic, Network Outages, L3 Routes, L2 Switching
* Troubleshot Workstation connectivity National, Remote Offices, Regional Offices, DATA Centers

**FARMERS INSURANCE GROUP - Sr. Network Engineer, October 2004 to January 2013**

Managed, designed, configured, and implemented HP OpenView 7.53 and Cisco Works LMS 4.2.2 Network Refresh Upgrading Level 1, 2, and 3 Offices. Removed old equipment (Catalyst 3500, Catalyst 3550, Catalyst 4000, Catalyst 6509, Cisco 3600, Cisco 3700, Cisco 7200) replaced with new equipment (Nexus 7000, 5000, 2000, Catalyst 6513, Catalyst 4509, Catalyst 3750, Cisco 3845, 3825, Cisco 2960, Cisco 7609, Cisco 7613) Aruba AP-65 and Aruba 600, 3000, and 6000 controllers. Supported and troubleshot network problems (Network slowness, F5 Pool, Multilink circuits, Gigabyte Ethernet, AV updates and any other anomaly.

Professional achievements include:

* Troubleshot Network Performance from calls using Remedy.
* Technical Calls with vendor, Database Admin, Developers, WINTEL, UNIX Team
* Designed, configured, and implemented Aruba Controller 300, 3000, 6000 Network High Availability
* Designed, configured, and implemented HP OpenView 7.53 and Cisco Works LMS 4.2.2
* Designed, configured, and implemented EIGRP by replacing OSPF
* Troubleshot network traffic using SevOne Netflow Analysis
* Troubleshot Load Balancer using Riverbed
* Troubleshot WAN traffic using NetScout nGenius and InfiniStream
* Troubleshot SLA Requirements Change Control using Cisco Works LMS 4.2.2
* Troubleshot Wireless Client, Access Points, Controller – AP-65, Aruba 600, 3000, 6000
* Troubleshot VIP, Web Server Load Balancing, Remote Authentication, F5 BIG-IP Local Traffic Manager
* Troubleshot LAN/WAN Traffic, Network Outages, L3 Routes, L2 Switching
* Troubleshot Workstation connectivity National, Remote Offices, Regional Offices, DATA Centers

**KAISER PERMANENTE, Sr. Network Engineer, October 1999 to October 2004**

Managed, designed, configured, and implemented Network Infrastructure Upgrade (NIU) standardized WAN routing protocols on KP entire network. Responsibilities included developing project work plans, removing EIGRP WAN routing protocol, creating new OSPF area, creating new ABR and added to network backbone. Created new Enterprise routers and add BGP routes to the backbone network.

**Professional achievements include:**

* Upgraded Access Layer at Medical facilities from Catalyst 2900 to Catalyst 3550.
* Upgraded Distribution Layer at Medical facilities from Catalyst 5505 to Catalyst 6513
* Upgraded Ether Channel at the Distribution Layer from 3 Gig’s to 8 Gig’s
* Designed, configured, and implemented new OSPF area by replacing all EIGRP routes in North and East Regions.
* Designed, configured, and implemented BGP MPLS routes to support new OSPF area in North and East Regions
* Designed, configured, and implemented 2 nd tier and 3 rd tier ABR and EWAN routers in North and East Regions.
* Designed, configured, and implemented Weight, Local Preference, and AS-PATH using BGP to support **additional**

**bandwidth on enterprise backbone.**

**Technical Environments: Cisco LAN/WAN Design, Configuration, Implementations, including Catalyst 3550, 4000,**

**6000 with MSFC, Routers 2600, 3660, 3700, 7200, 7600, HPFS, RSTP, MPLS, ATM, IMA, EIGRP, OSPF, BGP,**

**IPX, DLSW, HDLC, Frame-Relay, SONET**

**EDUCATION:**

LONG BEACH CITY COLLEGE – Long Beach, CA

**TECHNICAL QUALIFICATION SUMMARY**:

**Infrastructure Technologies:** Palo Alto PA-5220, 3220, 800, 220, Brocade VDX 6740, 6740T, Brocade ICX 7450, 7250, 6610, 6450, Ruckus ICX 7750, 7150, Cisco Nexus 9k, 7k, 5k, 2k/Cisco routers/switches/wireless and VoIP, Aruba Wireless, Riverbed Steelhead appliances, ASA Firewalls, and

MPLS, Metro-E, Frame-Relay, OCx/DS3/T1 Pt-to-Pt links, Cable Modem, OSPF, EIGRP, BGP, F5 LTM/GTM, F5 Big-IP DNS, F5 ASM, F5 AAM, AT&T, Verizon, MCI, Level3, Sprint, COX, and Time Warner Cable carrier services, Fluke Network Management, Solarwinds NPM12.4, SRM, SAM, IPAM, NETFLOW, VMAN, HP OpenView 7.53, SevOne, Cisco Prime/TotalCare, WireShark, Concord and nGenius monitoring tools

**Technologies Supported:** POS, Medical Imaging, Data Center and Internet connectivity

Voice and Video, Remote Access, Windows Active Directory, Guest Internet Access, PC & MAC OS Desktops, Wireless Smartphones and Handheld Devices

**Software Applications:** Microsoft Windows, MS Office/Visio/Project/Outlook, Lotus Notes, MAC OS, various IP utility tools Angry IP scanner, SSH/telnet tools, TFTP/FTP and LINIX

**Compliances and Standards:** HIPAA (Health Information Portability Accountability Act), SOX (Sarbanes Oxley), PCI (Payment Credit Industry) and ITIL (Information Technology Infrastructure Library)