Drew Graham

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Summary

Experienced IT professional with over five years of experience in designing, configuring, and maintaining diverse networks and systems. Proven expertise in network configuration and management for both service provider and large enterprise environments. Skilled at troubleshooting and promptly resolving network issues. Expert at managing high-visibility mission-critical services supporting thousands of customers and users.

Education

Bachelor of Science, Network Engineering and Security   Oct. 2023 – Present
Western Governors University, Salt Lake City, UT   Estimated Graduation: Oct. 2024

A.A.S, Computer & Information Technology (no degree earned)   Aug. 2018 – May. 2022
Rose State College, Midwest City, OK   Completed 21 credit hours

B.S.B.A, Management Information Systems (no degree earned)   Aug. 2019 – Dec. 2021
Oklahoma State University, Stillwater, OK   Completed 31 credit hours

Industry Certifications

Juniper Networks Certified Associate – Junos   Issued: May 2023, Expires: May 2026

Work Experience

Oklahoma State Regents for Higher Education / OneNet   Oklahoma City, OK
Network Engineer   Nov. 2023 - Present

- Contributed to network analysis and design, playing a pivotal role in enhancing the overall network infrastructure.
- Conducted research and design for innovative network-related services, contributing to the development of L3/L2 VPN configurations for performance enhancements.
- Maintained up-to-date knowledge of systems administration technology, recommending the integration of new technologies to enhance OneNet's capabilities.
- Worked directly with high-profile subscribers, advising them on network design, and better ways to utilize OneNet's service offerings to improve local network stability and security.
- Overhauled the network group lab environment to allow for in-depth testing of software and hardware before production deployment.
- Developed and documented standard procedures for day-to-day operational tasks allowing for greater configuration standardization in addition to reduced configuration errors and providing training material for new hires.
- Trained new hires on process and procedures within the network group and provided day-to-day supervision to Network Support Engineer's.

Oklahoma State Regents for Higher Education / OneNet   Oklahoma City, OK
Network Support Engineer   Feb. 2023 – Nov. 2023

- Supported the day-to-day operations of OneNet NOC, providing internet access, managed routers and firewalls, MPLS VPNs, and various other network services to subscribers.
- Resolved network-related issues, providing comprehensive support and resolving technical challenges, closing on average 20 tickets per week.
- Built/maintained MPLS L2VPNs and MPLS L3VPNs, implementing over 10 new L3VPNs, 5 new L2VPNs, and designing complex inter-VRF routing for a new research internet L3VPN.
- Analyzed network hub-sites to determine under-utilized hardware to reduce network footprint and maintenance costs.
- Developed and documented over standard procedures for day-to-day operational tasks allowing for greater configuration standardization in addition to reduced configuration errors and providing training material for new hires.

Oklahoma Office of Management and Enterprise Services (OMES)   Oklahoma City, OK
Network Technician   Aug. 2022 – Feb. 2023

- Provided prompt front-line technical support to employees of over 100 state agencies encountering network-related issues, resolving problems with professionalism and expertise.
- Facilitated the implementation of Juniper Mist wireless access points in over ten state buildings.
- Collaborated closely with Network Administrators (Tier 2) on the installation and configuration of new hardware and software, playing an instrumental role in system upgrades.
- Diagnosed network issues and outages throughout the OMES MPLS environment providing initial triage of all network issues and escalating as necessary.
- Designed configurations for Cisco and Juniper Networks equipment, including EX-series switches and SRX-series devices, optimizing network performance, and ensuring seamless connectivity.

Perkins-Tryon Public Schools   Perkins, OK
Director of Information Technology   Dec. 2018 – Jul. 2022

- Led the technology department for the district, overseeing systems administration, network engineering, and helpdesk support for 1500 students and 180 faculty members.
- Managed the E-Rate and OUSF application process, resulting in annual savings of over $100k through discounted internet service, WAN connections, and network infrastructure.
- Expertly operated a network of over 20 VMWare ESXi virtual machines, seamlessly running both Linux and Windows Server.
- Redesigned the district's network, including the creation of more than 10 VLANs and the upgrade of the network backbone to 10 Gb to accommodate increased technology usage across the district.
- Prepared the technology department budget, totaling over $100k annually for the district's software licensing and technology supplies.

Core Competencies

- Working with customers to provide quality solutions to network and technology related problems.
- Breaking down technical concepts and problems in easy-to-understand ways.
- Training new employees in procedures and systems used in the organization.
- Collaborating across different departments leveraging teamwork throughout the organization to provide quick and efficient services to customers.

Technical Skills

- Designing high-performance networks leveraging Juniper Networks MX, ACX, QFX, EX, and SRX platforms for routing, switching, and firewalls.
- Network automation utilizing Ansible, AWX, and Python.
- Developing web applications using Symfony, PHP, HTML, CSS, and JavaScript.
- Building/maintaining service provider MPLS deployments leveraging LDP and IS-IS.
- Palo Alto Networks and Fortigate firewalls in addition to Fortinet switches and wireless APs.
- Cisco Catalyst, ISR, and ASR platforms for routing and switching.
- Implementing complex routing protocols and policies utilizing eBGP/iBGP, OSPF, IS-IS.
- Linux Server administration with CentOS/Alma Linux/RHEL, Ubuntu/Debian, managing Samba, Nginx, Apache, MySQL, FRRouting, etc.
- Managing Microsoft Active Directory, DNS, DHCP, and other related services.
- Adva DWDM optical transport and basic troubleshooting of optical fiber circuits.