EMILY JOHNSON

Cisco Network Engineer

- ✉ e.johnson@email.com
- ☎ (123) 456-7890
- 📍 Atlanta, GA
- in LinkedIn

EDUCATION

Bachelor of Science
Computer Engineering

Georgia Institute of Technology

- 📅 2013 - 2017
- 📍 Atlanta, GA

SKILLS

- Cisco IOS Classic
- Packet Tracer 7.x
- WebEx Support
- Meraki Dashboard
- ASA 5506-X
- Cisco DNA Assurance
- Cisco ACI Fabric
- Cisco Prime Collaboration
- Cisco UCM Cloud
- Cisco Tetration Analytics

WORK EXPERIENCE

Cisco Network Engineer

Turner Broadcasting

📅 2023 - current   📍 Atlanta, GA

- Designed and implemented a network solution using Cisco IOS Classic, **boosting routing efficiency by 37% and reducing network latency by 21 milliseconds**
- Spearheaded the migration to Cisco ACI Fabric, reducing network downtime by 52% and saving $9,074 in annual operational costs
- Monitored network performance with Cisco DNA Assurance, reducing network-related incidents from an average of 42 per month to below 18 through proactive issue detection
- Analyzed traffic patterns using Cisco Tetration Analytics, identifying and mitigating potential security threats, reducing security alerts by 29%

Network Administrator

State Farm Insurance

📅 2020 - 2023   📍 Atlanta, GA

- Authorized and managed hardware upgrades using Packet Tracer 7. x, increasing network throughput by 12%
- Evaluated network performance metrics through Cisco DNA Assurance, **optimizing network traffic and increasing overall efficiency by 27 gigabits per second**
- Developed a robust VPN solution with Cisco UCM Cloud, facilitating secure remote access for 136 employees and improving remote work capabilities
- Overhauled network infrastructure with Meraki Dashboard, streamlining device management and reducing configuration errors, saving 14 hours per month in administrative time

Help Desk Technician

Cox Communications

📅 2017 - 2020   📍 Atlanta, GA

- Approved and implemented changes to support protocols, utilizing feedback from WebEx Support, boosting customer satisfaction scores from 7.2 to 8.8 out of 10
- Organized network monitoring processes using Cisco Prime Collaboration, enhancing system diagnostics and reducing troubleshooting time by 11 hours per month
- Upgraded network security measures with ASA 5506-X, **preventing 399+ unauthorized access attempts over a year**
- Streamlined support documentation and troubleshooting guides, decreasing time spent training new help desk staff by 61%