





# Clarissa Johnson

## Senior Network Engineer

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### Work Experience

#### Zoom - Senior Network Engineer

January 2018 - current

New York, NY

- Optimized reliability, performance, supportability, and security of Zoom's infrastructure
- Developed capacity plans for new and existing video infrastructure
- Planned and implemented automated backups and fail-over configurations
- Analyzed and resolved video infrastructure faults and undertook routine preventative measures to avoid service degradations
- Collaborated with the sales team on the handoff of projects to an 11-person support team
- Ensured new customer on-boarding was 100% timely and thorough

#### Dataprise - Network Engineer

April 2015 - January 2018

Washington, DC

- Installed and managed all aspects of on-site client networks for 2 Fortune 500 accounts
- Built out relationships with key client stakeholders and troubleshoot 100% of network problems
- Spearheaded network changes and improvements to support client needs, resulting in speed improvements of 27%
- Identified under-performing third-party vendors, leading to a cost savings of \$130,000 with zero reduction in up-time or performance
- Led 2 weekly service/project meetings

#### Frontier Mining - Network Engineer Intern

April 2014 - March 2015

New Castle, PA

- Assisted in the design, setup, and documentation of 14 single and multi-scope networks
- Resolved tier 3 of network issues, remotely and on-site
- Developed training documents for 4 other departments and participated in training sessions

### Education

#### University of Pittsburgh - Bachelor of Science, Computer Science

September 2011 - April 2015

Pittsburgh PA

### Skills

Cisco - CCNA Certification; LAN/ WAN, TCP/ IP Networking; Cisco NEXUS / ISE / Prime (WiFi), CCNA; FortiManager/ FortiGate; Amazon EC2/ Direct Connect; Routing protocols - BGP, OSPF, ECMP, MPLS; Microsoft MCSA; Communication; Leadership