

Kenneth C. Floyd III
516-644-1221- Kennethcf3@aol.com- Port Richey, Florida
www.linkedin.com/in/kenneth-floyd99

Summary:

- Experienced Network Engineer with a proven track record of installing, configuring, and managing switches, routers, wireless access points, and other network infrastructure equipment. Adept at maintaining and updating routing tables, operating systems, security patches, and upgrades to ensure 99% network uptime during regular business hours. Skilled in designing, testing, installing, documenting, and supporting LAN/MAN/WAN systems. Strong troubleshooting abilities for network performance issues and capacity planning solutions.

Education and Certifications:

- High School Diploma received in 2018, West Hempstead, New York.
- CompTIA Network+ N10-008- EXP DATE: 01/26/2026.
- CompTIA Security+ SY0-601- EXP DATE:01/26/2026
- 200-301: Cisco Certified Network Associate
- 300-730: Cisco Certified Specialist (CCNP-S) -EXP DATE:05/12/2028

Technical Skills:

- Scripting Languages: Intermediate proficiency in **Bash** and **PowerShell** scripting, effectively automating tasks and improving workflow efficiency.

Experience:

Senior Network Engineer
ConGlobal, Florida

March 2025-Present

- Supported Production Engineering operations, including release management, network production support, and vulnerability remediation, ensuring 24/7 availability across distributed systems.
- Designed, configured, and maintained moderately complex security architectures to support secure network service offerings across LAN, MAN, and WAN environments.
- Deployed and administered PepWave and other network security appliances, managing remote connectivity and multi-WAN failover configurations.
- Installed, configured, and maintained enterprise-grade switches, routers, and wireless access points, ensuring high availability and optimal performance.
- Maintained up-to-date routing tables, firmware, OS versions, and security patches, proactively minimizing attack surfaces and performance bottlenecks.
- Engineered, tested, and supported LAN/WAN/MAN infrastructure, implementing scalable network topologies and redundancy strategies.
- Documented and tracked all changes via change management logs, network records, and compliance documentation, ensuring traceability and audit readiness.
- ☑ Performed detailed network traffic analysis and troubleshooting, identifying root causes of latency and deploying solutions for capacity planning and QoS improvements.

- Managed physical and virtual servers, handling log analysis, backup operations, fault resolution, and system lifecycle events (startup/shutdown).
- Built, patched, and upgraded server operating systems and applications, ensuring compatibility and security across production environments.
- Scheduled and maintained network component and system backups, enabling reliable disaster recovery in the event of hardware failures, software issues, or user-related errors.

Network Security Engineer

NetWolves, Florida

September 2024-March 2025

- Supported the Production Engineering department in operations including production support, release management, and vulnerability management.
- Designed, configured, tested, and maintained moderately complex security solutions for various network and security service offerings.
- Configured and managed security applications, tools, and controls, including PepWave equipment and Fortinet firewalls.
- Provided network and security consulting on medium-scale projects to ensure adherence to information security policies and standards.
- Identified security vulnerabilities, conducted risk assessments, and evaluated remediation alternatives, contributing to a robust security posture.
- Collaborated with field technicians, network personnel, and carrier provisioning groups for seamless implementation, service delivery, product management, and incident resolution.
- Participated in security audits, supported evidence gathering for certifications and compliance frameworks.
- Ensured timely service delivery and documentation via ticket tracking systems.
- Regularly maintained customer information and assisted with other associated duties as assigned by management.
- Strong knowledge of PepWave equipment for configuring and managing wireless WAN solutions.
- Advanced experience with Fortinet firewalls including firewall configurations and administration.
- Proficient in TCP/IP, IP Routing, BGP, VPN, GRE, DMVPN, and IPV6.
- Experience with industry-standard devices like Cisco, Palo Alto, SonicWALL, and routing technologies.
- Hands-on experience with broadband cable, DSL, and traditional telecommunication services.
- Familiarity with Linux OS, scripting languages (e.g., Bash, Perl, PHP), and basic programming.
- Environment- Pep Wave, Fortinet, Cisco, Palo Alto, SonicWALL, CheckPoint related-products.

Senior Network Administrator

MacDill Air force Base, Florida

October 2023-September 2024

- Installed, configured, and managed switches, routers, wireless access points, and various network infrastructure equipment.
- Maintained and updated routing tables, operating systems, security patches, and upgrades to ensure

optimal network performance.

- Designed, tested, installed, documented, and supported LAN/MAN/WAN systems.
- Compiled and maintained records, reports, and change management logs for network maintenance activities.
- Conducted troubleshooting of network performance issues, analyzing traffic for capacity planning solutions.
- Managed physical and virtual servers, performing log analysis, error detection, fault correction, backups, restores, startup, and shutdown of systems.
- Built, configured, patched, and upgraded servers, operating systems, and applications.
- Developed and maintained scheduled network components and Functional System backups, ensuring data recovery due to hardware, software, or user error.
- Administered user access to network resources, managing account profiles, permissions, and access.
- Very proficient maintaining VMhost servers using VMware 4.0/5.0/5.5/6// VSphere/VMotion and maintaining Hyper - V server core and servers in 2003, 2008 and 2012
- Configured and maintained Cisco routers and managed switches.
- Troubleshooting using Wireshark and SNMPWalk.
- Review/modify/create/finalize design documents, plans, and configurations day-to-day operations and support of the dual site Orion SolarWinds performance monitoring environment.
- Reviewing Logs and Events errors.

Environment: Laptop or Desktop, Cisco-related products, Palo Alto, Juniper, Bomgar, Ruckus, Service-Now, Solarwinds, Wireshark, and SNMP.

IT Support Specialist (Remote)

April 2023-February 2024

Carestream Dental, Georgia

- Provide expert solutions to complex customer issues in an accurate and timely manner as specified within company standards and guidelines.
- Resolve live-line calls, email, fax or other methods of contact as needed or directed by supervisor.
- Maintain and increase product knowledge on applicable products/applications via training, documentation and personal research
- Provide input for new products, features, product usability and supportability.
- Provide support for end-user PCs, laptops, and other devices. Installation, configuration, and upkeep of software are included in this. It also involves installing and replacing some small hardware.

Environment: Laptop or desktop, Cisco-related products, Clientele, Genesys Cloud, Bomgar.

Help Desk Technician Tier 1 (Remote)**March 2022-April 2023****NTT DATA, Nebraska**

- Support end-user desktops, laptops and other devices. This includes software installation, configuration and maintenance. It also includes minor hardware replacement and installation.
- Assist doctors, technicians and staff with all IT problems and issues.
- Provide basic IT training, orientation and coaching to new and existing employees.
- Assist Network team to troubleshoot and resolve network issues as necessary.
- Record, document and follow up on trouble tickets, document and follow up on issue resolution in ServiceNow's ticketing system.
- Supervised client accounts via Active Directory.
- Write/update SQL queries/stored procedures/triggers as needed

Environment: Laptop or desktop, Microsoft-related services, ServiceNow, Citrix, Cisco-related products.

Tech Support Representative/Field Technician**March 2021-March 2022****Spectrum, Florida**

- Configured, install & maintain Network Wi-Fi products to routers, gateway servers, Ethernet switches & wireless access points & other components within HFC.
- Performed basic to complex installation of & troubleshoot/repair the coax-based phone, internet or video services in a residential & commercial environment from the tap to the connection of the CPE; including but not limited to, all necessary wiring of both interior & exterior associated equipment in the forward & return signal path of the CPN.
- Maintained accurate records including time worked, daily logs, and gas sheets as required; properly record all required information on data devices and/or work orders.
- Followed security procedures to prevent any unauthorized services.
- Interacted with business customers & representatives, demonstrating an understanding of & regard for the unique priorities of business clients. Work with customer technical support personnel to diagnose & correct service-related issues.
- Actively listened to customers to understand their issues or concerns.
- Installed, configured, and troubleshooted computer systems, servers, and network issues.
- Received customer calls to provide step-by-step guidelines for the resolution of a technical issue.
- Explained highly technical details to customers using simple understandable terms.
- Documented and tracked customer issues using a ticketing system to ensure quick resolution.

Environment: Utilized equipment such as A laptop, Multi-meter, and Network analyzers.

Help Desk Tier 1 Technician (Hybrid)**September 2019-February 2021****Cutting Edge Technologies - Westbury, New York**

- Provided support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Microsoft Hyper-V.
- Supported services for Microsoft-related technologies: Windows Server, Exchange, SQL, SharePoint, and Office 365.
- Implemented and supported disaster recovery solutions such as Veeam.
- Applied technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, Wi-Fi,

and security.

- Accessed end users remotely using VPN, Remote Desktop services and Citrix.
- Performed account management (e.g., created or modified user accounts and permissions and carried password reset) via Active Directory.

Environment: Laptop or desktop, Microsoft-related services, Veeam, and Citrix.