

# Network Engineer

## IT Professional

Hampstead, MD - Email me on Indeed: [indeed.com/r/6308ff44542b60fe](https://www.indeed.com/r/6308ff44542b60fe)

Systems Engineer with 17 years of IT experience with a strong background in client/server Web Hosting network environments and ITSM. Demonstrate the ability to provide innovative solutions to internal and external customers. Accomplished manager, mentor, and team leader with proven ability to complete projects using effective communication, presentation, and time management skills. Accomplishments include planning and building 20 state-of-the-art IT labs equipped with Cisco telecommunications, audio and video conferencing capabilities at National Guard sites throughout the US and abroad. Currently serve as the technical and service delivery support manager for several premium Verizon web hosting customers.

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Network Engineer

T. Rowe Price - Owings Mills, MD - April 2017 to Present

##### Network Engineer

- Provide support for and implementation of Cisco network equipment for the T. Rowe Price Enterprise voice and data network.
- Assist in the design, install, and operation of the network infrastructure that supports all physical and logical links inside the T. Rowe Price network.
- Daily support on infrastructure for Data Center, Recovery Centers, Trading Desks, and Call Centers.
- Continuity testing in the event of a disaster that should leave the production network unusable.
- Upgrade/update Cisco network products based on vendor specific requirements.
- Create and update network documentation/diagrams following implementation of new technology through research and evaluation.
- Perform daily network troubleshooting as a major responsibility for administering the Cisco data network throughout the T. Rowe Price LAN/WAN.
- Unpack, rack, cable, and install hardware in data centers across the company campus. Ensure initial connectivity to devices such as network, server, cyber security, and Cisco VOIP systems.
- SME in Campus Area Network refresh and Data Center refresh to the most up to date Cisco hardware that is becoming end of life according to vendor specific support.
- Monitor network performance, security of assets, and security of the network through Cisco ISE, Cisco ACS, and Cisco Prime Infrastructure.
- Securing publicly used assets in our Financial Center for clients with the use of 802.1x authentication or the use of MAB.

#### Network Engineer

Department of Defense - Fort Meade, MD - May 2016 to March 2017

- Design, configure, test, implement and maintain LAN/WANs. Monitor firewall and network performance. Troubleshoot and resolve complex network issues to ensure no disruption of mission critical services.
- Support remote access platform and connectivity from remote overseas locations.
- Upgrade/update network products based on vendor specific requirements.
- Create and update network documentation/diagrams following implementation of new technology through research and evaluation.

- Perform network troubleshooting as a primary responsibility for administering the Cisco VoIP and VTC systems.
- Maintain proficiency on VoIP, VTC, and VoSIP within the enterprise system.
- Configure and maintain network security devices such as firewalls, IDS, VPN concentrators, network filters and log monitors attached to the GIG backbone. Monitor network traffic to identify system anomalies to ensure implementation of corrective action following IA.
- Unpack, rack, cable, and install hardware in data center. Ensure initial connectivity to devices such as network, server, cybersecurity, and SAN devices.
- Beginner's knowledge in managing Cisco IP telephony through UCM and Unity.
- Assistant architect of Campus Area Network refresh and Data Center refresh to the most up to date routing and switching Cisco hardware.

### **IT Service Delivery Manager**

Verizon - Silver Spring, MD - January 2014 to January 2016

- Directly responsible for the delivery of Internet infrastructure and cloud services to multiple high visibility enterprise-level e-commerce customers with recurring revenue charges of over \$500K per month.
- Technical liaison between customer and Verizon in operating large, highly secure corporate or e-commerce enterprise web hosting environments comprised of Linux servers, Windows-based servers, complex Cisco networking equipment, and dedicated Oracle databases.
- Consult with clients on strategic, organizational, and operational challenges within their webhosting environment.
- Directly manage sales, services, operations and account management personnel throughout the delivery lifecycle of newly acquired solutions.
- Establish and maintain long term relationship with clients.
- Assist in negotiating, closing, and maintaining service contracts.
- Develop, track and report on SLA compliance.
- Evaluate and implement incoming projects using key performance indicators to determine risk/reward.
- Directly coach and mentor small team of client delivery personnel.
- Perform quality assurance analysis of customer environments in order to make recommendations for monitoring, backups, routine maintenance, and new/upgrade equipment additions in order to significantly improve website/hardware performance.
- Systems and network administration of client environment by executing such requests as load balancing changes on Citrix Netscaler's, firewall rule implementation on Cisco ASA firewalls, and initial troubleshooting of Windows Server environments through vSphere client.
- Facilitate daily, weekly, and monthly status calls with client engineers for relationship management and to ensure quality of service is consistently in line with their business needs.
- Incident management through the tracking, updating and closing of service request tickets in order to meet mutually agreed upon SLA.

### **SaaS Engineer**

MICROS - Columbia, MD - July 2013 to December 2013

Responsibilities include day-to-day operations, incident response, documentation and monitoring of over 25 concurrent OPERA PMS production environments, 10 QA environments, and several training environments which are spread across over 500 Windows Servers.

- Installation, configuration and tuning of Microsoft Windows 2008 Server, Oracle 10g, Apache, and OPERA PMS software for deployment to new Hotels, including Marriott and IHG, across the United States.
- Perform scheduled monthly maintenance on existing Windows 2008 Servers
- Perform Oracle database backup, recovery, exports and imports

- Technical troubleshooting that includes Oracle database and application server issues, network connectivity and client interface issues, printing, and auditing
- Creation, customization, and tuning of SolarWinds IT management software to capture monitoring trends to identify critical outages or bottlenecks in order to lead them to mitigation/resolution faster.

### **Systems Engineer - Support Center**

MCI/Verizon Business/Terremark - Beltsville, MD - May 2005 to March 2013

Trained, supervised and supported teams of 3-9 technicians providing Tier 1 and 2 Network, UNIX, and Windows support to more than 600 commercial clients subscribing to Verizon web hosting services

- On a monthly basis, supported the team in responding to 1000-3000 service tickets; led the team to achieve 99.7% of the alerts processed within 20 minutes SLA, reducing priority one and two ticket resolution time by 50%
- Personally resolved over 400 regular and escalated tickets and responsible for providing rapid response to 50 premium clients such as Honda, Nestle, Novartis, AstraZeneca and Accenture with monthly subscription value of \$10K-700K
- Provided remote services through Windows and UNIX servers including: setting up new server accounts, managing individual and group user maintenance through Active Directory, restarting computer services such as IIS, manual and remote server reboots, managing terminal service sessions, running UNIX scripts to set up and deploy new websites, creating Web Trends profiles for websites to analyze traffic, managing VeriSign SSL certification and facilitating conference calls for live troubleshooting
- Monitored and supported colocation clients in multiple datacenters in the United States and abroad
- Provided internal corporate domain user account administration and troubleshooting
- SME and sole support provider to subscribers of Verizon's shared Hosted Microsoft Exchange and Instant Messaging product
- Annually managed 3-4 internal projects such as server end of life and system migrations
- Managed routine maintenance such as server farm maintenance/upgrades and facilitated the resolution of emergency events to ensure meeting all operational SLA's

### **Implementation Project Manager**

SAIC/JIL Information Systems - Tysons Corner, VA - January 1999 to May 2005

- As the lead engineer, traveled to several Army National Guard sites in the US and abroad to deploy IT labs/ classrooms equipped with Video Teleconferencing capabilities.
- Project management of installation/configuration of 2003 windows servers and 20-40 Windows XP desktop PC's at each site
- Initial configuration of Cisco routers and other network equipment.
- Developed virtual physical designs for each site based on SLA, generated comprehensive hardware and software requirements, oversaw material acquisition and shipping, managed a team of 2-3 technicians to complete the physical build-out, wiring and installation of equipment, conducted on site and post deployment testing and support
- Provided tier 2 on-site and remote support for complex troubleshooting/repair of deployed Cisco switches and routers, Windows Servers and Desktop units, as well as various audio/visual devices.
- Provided onsite and remote support to resolve LAN/WAN connectivity issues with Cisco telecom equipment.
- Initial configuration/management of server Active Directories and relevant security group policies for each organizational unit.
- Liaised with the National Guard Point of Contact (POC) office to coordinate equipment delivery to the sites, as well as scheduling and delivering training sessions for newly installed equipment.

## EDUCATION

### **Computer Science**

Anne Arundel Community College - Arnold, MD  
September 1994 to 1997

### **Business Management**

University of South Carolina - Columbia, SC  
September 1991 to 1993

## CERTIFICATIONS/LICENSES

### **CompTIA Security +**

December 2011 to Present

### **ITIL v3**

2012 to Present

### **Cisco Certified Network Associate (CCNA)**

February 2016 to February 2019

### **Cisco Certified Network Associate (CCNA) Data Center**

May 2017 to May 2020

## ADDITIONAL INFORMATION

IT Certifications: Microsoft MCP (2000), CompTIA Security + (2011), ITIL v3 Foundation (2012), Cisco CCENT (2013), Cisco CCNA Routing and Switching (2016) CCNA Data Center (2017). I am currently studying to become a CCNP in Routing and Switching.

Operating Systems: Windows Server [...] Windows XP/7/8, beginner's knowledge of Linux, Cisco IOS

Web Technologies: HTML, IIS

Networking: Ethernet, all layers of the OSI model, TCP/IP, UDP, DHCP, DNS, ARP, NAT, FTP, Telnet, SNMP, SMTP, VPN, LDAP, IPv4 subnetting, routing protocols (RIP, OSPF, and EIGRP), and cabling.

Network Monitoring Tools: NetIQ, Sitescope, Impact, Hostmon, and SolarWinds

Software: Microsoft Office Suite, Salesforce, Cisco IOS, Remote Desktop Services (Terminal Services Client and Bomgar), Exchange 2003, Norton Ghost, Creston Vision Tools, Image Pro

Ticketing Systems: Seibel, ETMS, Remedy, and Clarify

Hardware: Cisco Routers, Cisco [...] Switches, Cisco ACS, Cisco UCS, Cisco Call Manager, Palo Alto firewalls, Dell and HP Servers and workstations, Crestron control units and touch panels, Black box video scan converters and scalars, Tandberg video teleconference equipment, Sony video projectors and other various video teleconferencing equipment, custom CAT5/CAT6 networking and RGB audio/video cables.

IT Training History: PC configuration I and II, PC Diagnostics and Repair, Maintaining Microsoft Exchange Server 2003, Windows Server 2008 - Active Directory, Windows Server 2008 - Server Administrator, A+ Certification All in One, CompTIA Security+ certification (Sybex), Cisco CCNA Routing and Switching (Sybex).

Clearance Level: Currently possess a Secret Clearance