Network Engineer
Network Engineer - Fidelity

Rougemont, NC - Email me on Indeed:

WORK EXPERIENCE

Network Engineer

Fidelity   -   Cary, NC - November 2012 to Present

Primary Responsibilities
Network engineer responsible for customer configurations within the Axway Managed File Transfer infrastructure. This includes daily operational work as well as the engineering of solutions that allows Fidelity to meet high customer demands within a highly complex infrastructure. Daily duties include onboarding new Internal & external customer connectivity, as well as working in a cross-organizational fashion to implement new projects and services.

Implement Managed File Transfer solutions that can be used across the Fidelity Enterprise.
➢ Engineering customer connectivity/onboarding based on requirements for facilitating the transfer of data between businesses (B2B)
◦ Consulting with customers on best practices and options
◦ Business to Customer as well as Business to Business Connectivity
➢ Engineering customer connectivity/onboarding based on requirements for facilitating the transfer of data between Internal Entities (I2I)
◦ Consulting with customers on best practices and options
◦ Business to Customer as well as Business to Business Connectivity
➢ Troubleshoot issues related to the Managed File Transfer infrastructure
➢ Documentation of technologies and topologies.
➢ Modifications of Work Flow components using Java development.
➢ Create report SQL queries.

System Analyst

Fidelity   -   Durham, NC - June 2007 to November 2012

NC.

Provide high level technical support for Fidelity Investments Technology Group.
The Global Trading War Room offers a focal point of services related to the support of the Global Trading production environments.

Primary Responsibilities
➢ Provide support for managing multi-site routing 24/7

➢ Provide incident management services via monitoring the environments.
Assist in the identification of storage violations, isolation and escalation of problems. Provide cycle management of Web to Mainframe environments and multiple distributed systems.
➢ Provide support for Distributed Systems, Mainframe and Application.
The duties require one to be proactive and reactive when identifying potential issues. Under the direction of direct supervisor incidents are escalated to Senior Management.
➢ Work on multiple projects ranging from moderate to complex assignments.

- ➢ Participate in the on call rotation.
- ➢ Assist the team in meeting the goals and/or the direction of the organization.
- ➢ Collaborate with clients and/or users to provide event status. Communication is carried out via Sametime Instant Messaging, email and/or paging.
- ➢ Follow the guidelines and processes of ITIL as it relate to Change and Problem Management.
- ➢ Provide Production and Non Production support for Applications and products.
MAUI and GOR Multi-Site Routing
- ➢ Application and Market Monitoring
- ➢ Non-Production and Environmental Support
- ➢ Order Entry Support
- ➢ Market data Application Support
- ➢ MAUI and Application Install Support

Network Security Specialist
IBM - Research Triangle Park, NC - May 2005 to May 2007

Provided technical expertise to customers in North/Central/South America and partners in conjunction with global support groups. Engage with customers at their work locations to troubleshoot critical issues. Utilized as a technical specialist and customer-facing liaison for other members of support.

➢ Worked closely with TAC, Sales and Engineering on prioritizing and managing customer escalations. Worked closely with partners and their escalation teams to ensure smooth delivery of service to end customers.

➢ Knowledgeable of Intrusion detection/prevention, network management, Internet firewalls, Insect, VPNs. Knowledgeable of the following routing protocols (OSPF, RIP & BGP).

Sr. Technician
Usmax Corporation - Gambrills, MD - October 2003 to May 2005

Provided technical support for approximately 450 users.
- ➢ Setup Video Conference equipment for users to communicate internationally.
- ➢ Configured Polycom Video Conferencing equipment using IP or ISDN.
- ➢ Deployed Microsoft Office 2003 to 450 users.
- ➢ Supported government software application such as CREEMS.
- ➢ Used Ghost software to image workstations.
- ➢ Setup small LAN's for scheduled conferences.
- ➢ Supported Windows 2000 & Windows XP.
- ➢ Used Active Directory to manage user accounts.
- ➢ Installed all peripheral devices such as printers, scanners, wireless systems and flat screen monitors.
- ➢ Provided Tech Support for Resource Scheduler application.
- ➢ Collaborated with the IT group at USDA to implement new projects.
- ➢ Configured cat5 cable.

e-Business Operation Analyst
IBM - Durham, NC - November 2000 to June 2003

Responsible for approximately 8000 servers in mixed environment.
- ➢ Provided operation support for Web Hosting Customers.
- ➢ Provided first and second level end user support.
- ➢ Monitored Security Alerts and solved issues with intrusion via problem determination.
- ➢ Supported Tivoli tools such as Netview, which was used for Proactive Monitoring.
- ➢ Suppressed Alerts for System Administrators while changes were being implemented.

➢ Supported Aix, Sun Solaris, NT, Server 2000 & Microsoft XP.
➢ Scripts were used to stop and start services from the command line.
➢ Collaborated with the switch, firewall and netops teams to resolve outages.
➢ Performed nightly backup jobs remotely.
➢ Worked as a backup to the Shift Lead.
➢ Managed a team of 6-10 operation support specialists
➢ Configured Lotus Notes.
➢ Collaborated with the Focal Account Managers, SA's and customers of various accounts.

IT Manager
Life Care Services   -   Severna Park, MD   -   February 2000 to November 2000

Provided Network Support in a LAN/WAN environment.
➢ Installed and configured PDC, BDC and Member Servers.
➢ Performed LAN, VPN's and Cisco router Installations.
➢ Migrated NT 4.0 to Novell 5.1
➢ Supervised daily tasks and planned long-term projects.
➢ Responsibilities included procuring contractors and working as a liaison.
➢ Maintained a mixed NT/95/98/2000 network of approximately 1000 users.
➢ Successfully managed 16 off site locations.
➢ Installed IIS, Audited Resources and Events.
➢ Responsibilities included setting up RAID.

LAN ADMINISTRATOR
Constellation Senior Services, Inc   -   Columbia, MD   -   November 1998 to January 2000

Provided Administrative functions in a 200 user Window NT/Novell 3.12 & 5.1 environment.
➢ Installed and configured Compaq computers.
➢ Administer MS Exchange Server.
➢ Performed LAN Installs.
➢ Configured Hewlett Packard Laser Printers.
➢ Provided first and second level end user support.
➢ Installed NT 4.0/Windows 95 on workstations, diagnosed and solved software/hardware conflicts.
➢ Worked with Senior Systems Administrator on long term IS plans.
➢ Recommend and implemented configuration profile for all network systems.
➢ Maintain PIX firewalls and CISCO Routers.
➢ Configured Dynamic Host Configuration Protocol and Static

Network Support Specialist
Interim Financial Services, Inc   -   Baltimore, MD   -   April 1998 to November 1998

Performed LAN/WAN installs and configured frame connections for branch offices.
➢ Configured NT Workstations and added new users to the domain.
➢ Converted a Unix based system to a Windows NT Network for 100 users.
➢ Configured Lexmark and Hewlett Packard Laser printers.
➢ Installed and configured Dell Pentium 2 Computers and attached Nic cards.
➢ Built NT 4 on workstations, diagnosed and solved software/hardware conflicts.
➢ Provided users with assistance and training on Microsoft Office 97 products.
➢ Provided users with assistance for Intranet/Internet access.
➢ Granted user rights with local logon and setup group accounts.
➢ Secured resources with Shared folder Permissions.
➢ Installed Cisco Router's and Switches.

Skills and Knowledge

➢ Experience with multiple hardware platforms such as Mainframe/Unix/Linux/Windows/VMWARE platforms

➢ An understanding of common network protocols

➢ Experience in the Financial Industry with an understanding of trading terminology

➢ Multi-tasking ability

➢ Understanding of mainframe and Enterprise System components, operations and Mainframe CICS processing.

➢ Basic understanding of the various OS products from vendors DB2, HP, IBM, LINUX, APPLE and MICROSOFT.

➢ Knowledgeable of software product monitoring and general remediation techniques.

➢ Ability to work effectively with technical systems, staff and communicate with the various business units.

➢ Experience with the ITIL framework and methodologies.

➢ Understanding of Incident, Problem/Change Management tools provided by Hewlett Packard.

➢ Experience with TSO, CICS Mainframe/MVS Projects Development/Maintenance/Support and Sysview.

➢ Team player with technical problem solving as well as troubleshooting skills.

EDUCATION

University of Maryland Graduate Program

Bachelor of Science degree in Business Administration/MIS
Morgan State University