Network Engineer II
Experienced Cisco Network Engineer

Portland, OR - Email me on Indeed: indeed.com/r/0765726a8d8c8394

Willing to relocate to: Oregon - Washington State - Colorado
Authorized to work in the US for any employer

WORK EXPERIENCE

Network Engineer II
State of Oregon   -   Salem, OR - April 2016 to Present

Network Engineer II - Subject Matter Expert – Contractor
Office of Oregon State Chief Information Officer, State Data Center.
Sustainability Project, supported replacement and redesign of State Agencies' (DHS, ODOT, etc) router and switch network.
Converted Oregon Department of Human Services wireless network to Flexconnect.
Project MUSIC (Mobilizing Unified Systems and Integrated Communications),
SME for state VoIP migration.
Responsible for configuring and designing state agencies' VoIP router and switch network.
Member of the Oregon Network Architecture review team, setup to assist with the stabilization of the Oregon State VoIP network.

Network Engineer
IBM (Daimler Truck North America)   -   Portland, OR - October 2015 to April 2016

Support of the DTNA network which includes Cisco routers, switches, WLC and wireless access points.
Respond to trouble tickets created by server administrators and other engineers.
Apply patches and performing minor IOS upgrades on network devices
Manage equipment replacements and restore network services.
Troubleshoot network latency and other connectivity problems
Update and manage DNS records
Work with equipment vendor to resolve chronic network problems

Technical Support Engineer III
Vocera Communications, Inc.   -   San Jose, CA - April 2015 to October 2015

Responsibilities
• Troubleshoot and analyze multicast traffic protocols (SIP, RTP, UDP) using Wireshark.
• Troubleshoot wireless (802.11 a/b/g/n) infrastructure which includes wireless LAN controllers, access points and mobile clients.
• Configure and troubleshoot Dialogic media gateways.
• Troubleshoot call flow, user/group profiles and call permissions
• Analyze server logs to troubleshoot and optimize server efficiency
• Support hospital and health care facilities critical communications related to the Vocera infrastructure.

Skills Used
Multicast troubleshooting

Customer Support Engineer II

Cisco Systems Inc.,   -   Research Triangle, NC, US - June 2011 to April 2015

VISE Team (Virtual Internetworking Support Engineer) role focused specifically on failure resolution of network fault situations onsite at customer premises worldwide.
• Able to install and configure all Cisco product families with few exceptions.
• Develop and deliver action plans to field engineers on part replacement activities
• Remotely restore network services at customer location
• Escalation contact for lower Tier
• Trained Field Engineers on UCS hardware replacement process (Smart FE program).

Network Engineer II
CenturyLink   -   Wake Forest, NC - November 2007 to June 2011

Provided Tier 2 technical support for DSL business customers, ILECs, CLECs, hotel services and CenturyLink technicians.
• Provisioned DSLAMs (Ethernet and ATM), access switches and aggregation routers.
• Determined and diagnosed network outages.
• Remotely monitored and tested DSL lines and CPE equipment.
• Troubleshot IPTV provisioning configuration issues.
• Provided assistance to team members when needed.

Electrical Qualifications Technician - Contractor
IBM   -   Research Triangle, NC, US - February 2004 to October 2007

Tested electrical and signal properties of interconnect designs (e.g. Infiniband) in a controlled lab environment.
• Ensured electrical designs met project specifications.
• Measured multiple parameters such as return loss, attenuation, insertion loss, crosstalk and impedance.
• Responsible for stress testing designs and recording variances to electrical and signal properties.
• Data collection and data analysis.
• Updated and maintained information database
• Assisted and reported findings head engineer.

Network Technician - Contractor
Teksystems Inc   -   Raleigh, NC - January 2003 to February 2004

Contracted technical skills to various industries on short-term and long-term projects.
• Fiber splicing (Flextronics Inc.).
• Wireless broadband and network performance testing of Flarion Technologies' FLASH-OFDM technology (Nextel).
• Network cabling (GlaxoSmithKline).
• DSL installations (Sprint).

Network Systems Specialist
Time Warner   -   Myrtle Beach, SC - February 2000 to January 2003

Responsible for supporting the high-speed data Road Runner product.
• Trained new field technicians on Road Runner product.
• Assisted the network engineer in maintaining the network's head end equipment with direct supervision.
• Managed broadband equipment and ensured network equipment was configured properly.
• Provisioned CMTS (i.e. Cisco uBR routers).
• Handled chronic network issues as part of a team involving field technicians, Road Runner NOC, and Sr. Network Engineer.
• Completed and updated trouble tickets using remedy software.

Communications Technician III

AT&T Broadband   -   Richmond, VA   -   August 1996 to December 2000

Pilot team member (Universal technician project: one tech fix all)
• Trained in fiber technology.
• Troubleshoot and repaired broadband cable triple play services, which integrated high speed data, RF/Digital TV, and telephony.
• Resolved network outages using outside plant system schematics.
• Provided on-call support after hours as part of a scheduled rotation.
• Performed plant sweeps. (i.e. balanced amplifiers and nodes).
• Participated in CLI (Cumulative Leakage Index) measurement.

EDUCATION

Networking Technology and Information

Wake Technical Community College

SKILLS

Wireshark (4 years), Wireless Site Surveys (4 years), Fiber Optic Splicing and Terminanation (10+ years), VOIP (4 years)

CERTIFICATIONS/LICENSES

A+

Network +

I-Net+

Fiber Optic Technology

CCNA
September 2012 to September 2015

ADDITIONAL INFORMATION

Qualifications:

Hands-on experienced network engineer with a strong background supporting LAN/WAN networks in a field setting and fast paced NOC environment. Highly skilled troubleshooting network connectivity issues and hardware problems. Adept at multitasking and managing teams and projects. Successfully demonstrated business management acumen and outstanding communication skills. Proven ability to effectively build a productive working environment with coworkers and clients.

Skills:

Hardware: Cisco routers, Cisco Catalyst/Nexus switches, Cisco UCS servers, DSLAMs: Redback Networks, Calix, Lucent Stinger, Tellabs AFC, Adtran, Ericsson-Marconi, Alcatel, and Entrisphere.

OS Platforms: Microsoft Windows, Mac OS, Microsoft Exchange Server 2003, familiar with Linux/Unix, and MS-DOS.

Software: VMware, Zabbix, Abacus, BMC Remedy, Nortel Access Care, Cisco WebEx, Teamviewer, Putty (and other ssh clients).

Equipment: Tektronix Stealth and micro-Stealth signal test meters, Tektronix CSA 8000B signal analyzer, Tektronix 11801C Oscilloscope, Fluke Networks DTX 1800 cable analyzer, Agilent E5071B and Agilent 8753ES network analyzers, Siecor OTDR, Sumitomo and Fujikura fiber splicers.