Network Engineer/Contractor
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Bonita Springs, FL - Email me on Indeed: <u>indeed.com/r/3c9d286d2cdc138d</u>

Network / Systems Admin / Engineer

I had obtained following industry certifications: A+, Net+ and Cisco CCNA and I'm currently progressing towards the Windows Server 2012 certifications from MCSA all the way to MCSE.

✓ Fluently speak and write English and Spanish
✓ Designing and Installing Microsoft Windows Servers […] Active Directory administration
✓ Exchange […] O365 Windows […] MS Office Suites […]
✓ VMware vSphere 5, 5.5, 6 and HyperV hypervisors administration and cloud computing solutions
✓ Cisco VoIP CUCM, Cisco ASA security appliances, Cisco enterprise switching and routing
✓ Wireless technologies (Ubiquity, Meraki, Cisco and Netgear)
✓ Design, Implementation, and Management of complete Cisco/Merkai Network solution.
✓ Symantec Anti-Virus Client and Management Platform experience and Sophos PureMessage
✓ Linux management and Python programing
✓ Use of tools and software to monitor, manage, design, administer and secure Local Area Networks
✓ Designed and Implemented 1 to 1 solutions, Microsoft, Apple and Open Source (Chromebooks), for various organizations, Meraki Systems Manager and AirWatch Mobile Device Management
✓ Troubleshooting Laptop/Desktop/server hardware
✓ Configuring and troubleshooting Mac OS X, iOS devices, Applications and settings
✓ Communicate with techs and end users, escalation, decision making under pressure, team work
✓ Excellent documentation and strong customer service skills, ITIL Change Management.
✓ Ability to work independently
Authorized to work in the US for any employer

WORK EXPERIENCE

Network Engineer/Contractor
AVOW HOSPICE   -   Naples, FL - September 2016 to June 2017

While working as Network Engineer for a prestigious nonprofit Hospice Home,
• I was task with documenting the network including Visio diagrams for a total of 12 IDF and MDF racks, logical topology, physical topology for the old flat network and the newly designed network topology.
• Project managed the design and implementation of a new network environment segmented with several VLANs and redundant paths. Installing and configuring 16 Meraki Access Points, 8 Meraki MS350 switches, 2 Cisco 4000 ISRs and 2 Meraki MX400 Firewalls including an in premises and off premises Data Center for disaster recovery, fail-over links (Dedicated fiber link and VPN). re-configured Cisco Access Points, Cisco catalyst switches and ASA 5512x.
• Administration of CUCM IP phone system. Implemented new features and created step by step "how to" documents for common phone system procedures such as deploying new phones and voice mail boxes, re-purposing existing phones, resetting passwords, generating reports, and other management procedures.
• Project managed and configured the addition of a second PRI on a Cisco ISR 2921 Voice Gate-way, configuration of a 4 port FXS card on one of the Cisco 4431 ISR router to utilize 4 DIDs for analog lines as part of a faxing solution on a new administration building, spliced and cross-connected 4 POTS lines across 3 buildings as part of the fax lines project.

• Assisted on the migration from Exchange Server 2010 to Office 365, updated 250+ AD user ac-counts in order to populate the right information on various fields of O365 with a bulk AD user edit solution, assisted on the process of transitioning end users to the newly implemented O365.
• Participated on the transition from AirWatch to Meraki Systems Manager for our mobile manage-ment solution.
• Implemented a wireless Point-to-Point connection between two buildings across a lake and mani-pulated RSTP port priority values to create an automatic failover link between two Meraki access switches.

Desktop Support Analyst/Contractor
Lehigh Regional Medical Center   -   Lehigh Acres, FL - August 2016 to October 2016

• Implementation of Epic Medical Solutions Software and end user training and troubleshooting.
• Assisted implementing over 600 new computers and medical equipment, including Operating Systems, medical and administrative applications, migrating users and computers to a new Domain.
• Provided hands-on hardware support, such as connecting computers to the wired network and VLAN administration. Also installed software updates and upgrades on the computers and workstations on the network.
• Configured new computers, reconfigure and re-purpose older machines and set up workstations for new employees.
• AD administration, network administration
• End user support, hardware and software troubleshooting.

Network Administrator
City of Bonita Springs   -   Bonita Springs, FL - January 2013 to August 2016

• Maintained and upgraded existing software systems, to maximize effective use by City Staff. Evaluate and recommend software and hardware system changes as necessary to improve output of City IT Systems.
* Maintained and repair system hardware as necessary, maintain system security to protect City system integrity, and safety, work with outside provider to improve City Web Site.
* Display an effective, professional management presence under stress, distinguish priorities and modify those priorities on short notice if circumstances warrant, effectively handle crisis and appropriately adjust plans and activities to changes in circumstance, analyze and interpret data.
* Identify the critical elements, and apply the proper solutions, transmit verbal and written information and ideas in a timely manner clearly understandable

IOS Devices certified technician, repair and troubleshooting
Apple, Inc   -   Naples, FL - June 2012 to January 2013

of IOS devices like iPads and iPhones, OS X Lion and Mountain Lion training instructor, perform data migrations from Mac to Mac and Pc to Mac, repair tickets.
• Provided technical support to customer's mobile devices and computers both hardware and software.
• Provided educational opportunities to customers about their personal products
• Helped troubleshoot and repair issues on an array of mobile devices
• Scheduling of Technicians
• Performed data migration from Windows to Mac OS, Android to iOS and other
• Provided one-to-one essential training on Apple devices and operating system
• Creating and maintaining relationships by means of outstanding customer service
• Discovered needs of the customer
• Paired customer with products
• Completed sales transactions and returns

Student/Help Desk
Lorenzo Walker Technical College   -   Naples, FL - August 2011 to October 2012

Computer Systems and Network Support related tasks and skills requested by walk-in customers based upon their demand, lots of hands on experience with Cisco real life like lab environment set ups throughout my class, also with multi server and client virtual machine environments

EDUCATION

Computer Systems & Network Support
Lorenzo Walker Technical College

SKILLS

Cisco (4 years), Meraki (1 year), Vmware (2 years), Hyper-v (1 year), RDS (Less than 1 year), Network Administration (4 years), System Administration (2 years), CCNA (2 years), Microsoft Server (3 years), SAN (3 years), Helpdesk (3 years), Retail (4 years)