

# Network Engineer

## Network Engineer - Tulsa Federal Credit Union

Tulsa, OK - Email me on Indeed: [indeed.com/r/29139749a0fd69dd](https://www.indeed.com/r/29139749a0fd69dd)

• With over 10 years in the IT industry, I specialize in IT people skills as well as in solving challenging customer situations. My experience and skills have taught me to contribute to a better IT working environment. I can train IT personnel to improve people skills in combination with technology.

- Experience in Cisco equipment Router switches wireless products, VOIP installations and some designing.
- Onsite field engineer for Dimension Data and Cisco for 5 years all over San Diego county and LA.
- Over 7 years progressive experience providing superior technical support, troubleshooting and network administration for large numbers of users in a multi-platform and mixed network environment (Windows NT, 2000 XP Windows 7) over Ethernet and running off the shelf and proprietary software packages.
- Experience administering and troubleshooting PBX phone and voicemail systems and Cisco switches and routers.
- Most recently worked closely with network administrator installing a point-to-point, optical wireless transmission service providing voice and data transmission service between two buildings. And Windows 2000,XP deployment.
- Proven record of superior work ethic, customer service, teamwork and interpersonal skills as evidenced by being awarded INTERVU's Employee of the Year for 2000.

### Technical

Windows7, XP, NT, 2000, InterTel Phone System Lucent Definity PBX, Cisco Switches & Routers (5509 & 1900 2600 series), Cisco Unity Voicemail, TCP/IP, Sniffer, MS Exchange Server 2003 2010, MS Office 2010, Software utilities, Image, Patrol, Ghost, VMware, Cisco VPN applications, Custom Production Software. Cisco Call Manager 10.0.

Windows Active Directory, Outlook 2010 and Server 2003 and 2008R2, VMWare 5.5 virtualization Cisco Iron Port Barracuda Back up Symantec Back up 2020 R2.

Willing to relocate to: San Diego, CA

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Network Engineer

Tulsa Federal Credit Union - Tulsa, OK - 2015 to Present

#### POSITION SUMMARY

The Network Engineer assists in the development, maintenance, and supporting the Credit Union's LAN and WAN networks, VOIP infrastructure, and network security across the organization. In addition, the Network Engineer will participate in the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication platforms.

#### PRIMARY RESPONSIBILITIES

\* Embody the Credit Union's core values of Trust, Integrity, Teamwork and Making a Difference and ensure that new employees understand and embrace these core values.

- \* Evaluate current network and telecommunications infrastructure with technology changes, develop long range plans to address areas of concern to accomplish goals established within the Strategic Technology Plan under the direction of the IT Manager and Information Technology Steering committee.
  - \* Serves as the implementation project manager to include, acquisition, testing, installation, operation of hardware and software, documentation, and educates staff on new technologies and systems.
  - \* Responsible for switch configurations, VSS, spanning-tree and 802.1q trunking, and routing configurations. While utilizing a strong knowledge of EIGRP and BGP peering relationship and traffic flows.
  - \* Maintains an activity log of problems, analyzes data, and makes recommendations for action.
  - \* Provides data center and campus building infrastructure design and operational support, troubleshooting and configuring, as well as fiber channel over Ethernet (FCoE), SAN configurations and Virtual Server environments within a LAN/WAN infrastructure.
  - \* Analyze and resolve network hardware and software problems by performing diagnostic testing to determine source of problem and make necessary repairs. Maintain professional communication with supervisor when significant problems and errors in the system occur.
  - \* Manages and maintains VOIP telephony infrastructure to include phone system voicemail and call center services including UCCX.
  - \* Develops and maintains wireless architecture, configure and deploy access points, troubleshoot access point interference, management of the wireless controller, and perform basic wireless site surveys.
  - \* Responsible for Network Security architecture, analyzing current network security, implementing new systems, and procedures when necessary in accordance with SANS Top 20 CSCs. Oversees IPS Management, firewall configurations, and VPNs based on project and operational requirements. Utilizes Network Access Control role configurations based on use and filtering requirements while checking server and firewall logs, scrutinizing network traffic for credit union violations, and evaluating inconsistent adherence to security policies. Analyzes and resolves security breaches and vulnerability issues in a timely and accurate fashion.
  - \* Prepares documentation of network configuration, asset management, applications, design, and assumes responsibility for performing timely and effective user support services.
  - \* Assists users in accessing network resources. Provides phone, e-mail, and in-person support to end users. Provides training for end users on installed user and network software.
  - \* Assumes responsibility for establishing and maintaining effective communication and coordination with Company personnel and with management. Maintains regular contact with all departments to obtain information and to correct errors in network operations. Distributes materials on updated projects. Keeps users informed of the status of their requests.
  - \* Configures software for network installation and company-wide implementation. Completes hardware and software licensing functions and inventory management duties. Ensures company compliance with software licensing agreements.
  - \* Maintain professionalism, integrity, and ethics in all actions and conversations with internal customers and outside vendors.
  - \* Follow policy and procedures related to Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Customer Identification Program (CIP) and Customer Due Diligence (CDD) daily to ensure compliance with current regulations.
- Performs other duties as assigned.

### **Network/Infrastructure Administrator**

Oklahoma State University - Tulsa, OK - 2013 to 2015

Perform network administration on OSU academic and medical networks, perform Citrix administration, VMware 5.0 with Windows server's administration.  
 Perform network Cisco security administration.  
 Perform Project Management and help to keep HIPAA compliance.

Network administration Cisco infrastructure equipment Campus Wide.  
Support several Remote OSUMC clinics.  
Check with vendors for innovation on the network.  
Lead project with the desktop support team on the Medical site.

Major Responsibilities:

- Performs network administration for the OSU University/Medical network.
- Design Project for future expansion.
- Install new servers and network peripheral devices.
- Perform user access administration.
- Troubleshoot network problems Campus wide and clinics.
- Monitor and evaluate system performance with (Solarwinds) and Cisco Prime 2.0.
- Evaluate and recommend new products.
- Support and Administration on Aruba Wi-Fi.
- Install hardware and software updates.
- Administration of Cisco VOIP systems.
- Provide administrative assistance on Citrix Environment.
- Administration for CUCM VOIP 10.X and CME Medical.
- Administration with VMware 5.1 on the Data Center.
- Manage Security and VOIP projects.
- RISC Management Solution for Security and VOIP projects.
- Maintains the integrity of the University computing environment.
- Monitor and evaluate system security with Cisco ASA8855X/IPS.
- Perform, monitor and evaluate backup systems (Sempana).
- Develop and update documentation.

**City Network Administrator**

City of Owasso - Owasso, OK - August 2011 to November 2012

Managed and supported the City's Local Area Network (LANs) and WAN, Wireless LAN including several servers running Windows 2003, 2008, Exchange Server 2003, Cisco ASA 5510, Cisco 3750X switches, Support Microsoft Hyper-V Servers, Dell Switches, Dell Servers, Dell SAN, Dell DAS, and several network devices. In addition, responsible for system design, maintenance, installation, security and application analysis in a LAN and WLAN. Provided necessary technical assistance and training on various software applications to all City employees. Performed other IT work related to the City's computer systems.

Managed and supported several network printers. Administered the wireless wide area network connecting eight remote locations with the City's local network. Responsible for daily backup of the City's LANs; adding and maintaining users' accounts and profiles, setting up network printers, and troubleshooting network connectivity issues.

Provided support level 2 and 3 administration for the Police and Fire department's computer aided dispatch, record management and court software. Provided necessary technical assistance and training on other network and desktop applications for all City employees. Troubleshooted software application problems. Applied patches and updates as needed. Offered assistance in utilizing advanced software application techniques.

Maintained the proper records of licenses for software, support agreements, hardware and software inventory. Provided consultation with all departments regarding the planning of anticipated computer needs and purchases.

Supervised part-time seasonal employees. \*Supervised full time Desktop Support Technician.

## **LAN Administrator**

Key Personal - Tulsa, OK - November 2010 to November 2011

- Assisted with deployment and configuration of Cisco IPS.
- Assisted with deployment and configuration of Bluecoat 510.
- Assisted with deployment and configuration of Cisco switches 3750X stack.
- Assisted with deployment of Solar Wind network monitor Soft.
- Assisted with deployment and Support of Xmedius T38 fax over IP.
- Assisted with Image deployment of windows 7 enterprise edition.
- Supported customized company software over the phone.
- Supported windows AD users.
- Supported local LAN and WAN problems.
- Supported 2007 Exchange users.

## **Cisco Field Network Engineer**

Dimension Data of North America - San Diego, CA - December 2005 to June 2010

- \* Provided Field Network Support Level 1 and 2 for Cisco Products including VOIP deployments and support level 1 and 2, in San Diego and LA county.
- \* Support 7/24 onsite on San Diego County 3 hr respond.
- \* Support Dimension Data Clients level 1 and 2.
- \* CISCO VOIP deployment and Support.
- \* Support post-sale for Dimension Data Clients.
- \* Installation for Cisco Tele Presence Family.
- \* Support for Xerox VOIP Contract.
- \* Support for Pfizer VOIP Contract.
- \* Deployments for HSBC banks in San Diego area.
- \* Support Routers for BT (UK) technologies all San Diego County.

## **Network Administrator**

Viterra Systems/Ista - San Diego, CA - November 2004 to December 2005

- \* Provided support level 1 and 2 for in house users Remote users.
- \* Provided support to Remote Offices.
- \* Worked on server refresh project moving and rack mounting Servers.
- \* Network administration of Windows NT, 2000, XP.
- \* Backup administration using Veritas.
- \* Exchange 5.5 and Exchange 2003 server administration.
- \* Trouble ticket problem resolution.
- \* Installation and configuration of anti-virus protection.
- \* Monitoring of network LAN and WAN Servers.
- \* Building of all new Microsoft Windows 2003 servers.
- \* Insurance and maintaining of service level agreements.
- \* Provide and keep up to date all network documentation.
- \* Roll Out all users from windows 2000 to XP and Outlook 2003.
- \* Provide Phone Support to Definite Lucent Switch.
- \* Roll Out Microsoft Virtual 2004 PC.
- \* Installation WAN equipment Peribit SR-50 ( Bandwidth Optimization)

## **Jr NETWORK ADMINSTRATOR**

Koch Membrane Systems - San Diego, CA - March 2001 to March 2003

Provided support of large LAN/WAN existing of several NT servers and 3Com switch Cisco routers hubs. Support of MS BackOffice, Exchange Server, Win-Pak Server, Internet Information Server, Phone Server and Repartee Server. Support of monitoring and tracking software. Total Virus Defense configuration and upgrades for users. Performed network data backup and recovery using Arcserver Backup Exec software. Management of WINS, and DHCP. TCP/IP administration and analysis. NT administration of account creation and support of network shares. Management of all software and hardware upgrades. Management of help desk and desktop support and all trouble ticket call resolution providing 1 2 level support. Windows NT compliance rollout on all hardware and software. Building and configuration of Image Server and File Servers and Production Servers.

## **NT ADMINISTRATOR/HELP DESK SUPPORT/PHONE ADMIN**

San Diego, CA - November 2001 to November 2001

- Provided onsite and remote administration for Akamai's mixed Windows NT, 2000 and Linux Ethernet network systems, MS Exchange 5.5 email system as well as superior technical support for 300+ users running a full range of MS Office, database and proprietary software applications.
- Worked closely with network administrator installing a point-to-point, AstroTerra optical wireless transmission service providing 155Mbps voice and data transmission service between two buildings.
- Extensive experience administering and troubleshooting Lucent Definity PBX phone systems and Audix voicemail for new and existing employees.
- Configured and debug Cisco switches and routers.
- Awarded 1998 Employee of the year for providing exemplary first and second level technical support for issues ranging from administration and network operating systems to test applications and end-user software and hardware support.
- Trained and instructed users with varying skill levels on computers and application use.
- Actively documented problems with network hardware and communication systems, software applications and their respective solutions.

## **EDUCATION**

### **CCNA**

Trough Cisco Academy in San Diego - San Diego, CA  
2001 to 2002

## **ADDITIONAL INFORMATION**

Pursuing CCNA Security