

DOMINIQUE T. KELLY

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Professional Summary

IT Professional with over 5 years of experience in information technology. Fundamental sound knowledge and understanding of the ITIL foundational framework for incident and business IT service management.

Highly skilled engineer familiar cloud computing, networking, and operating system software with firsthand experience supporting end-users in a Windows client-server enterprise environment.

EDUCATION

Network Operation and Security B.S Western Governors University	In Progress
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Network Systems Technology Broward College, Pembroke Pines, FL	2016-2018
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Microsoft Academy Program Miami Dade College, Miami, FL	2010-2011
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Computer Science Edward Waters College, Jacksonville, FL	2001-2003
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High School Diploma 2001
Northwest Christian Academy, Miami, FL

CERTIFICATIONS:

AWS Certified Solutions Architect	-Comptia Network + Certification
Cisco CCNA	-Comptia A+ Certification
Comptia Security + Certification	-VMware Certified Associate
Lean Six Sigma	

TECHNICAL PROFICIENCIES

Operating systems	Windows Xp/Vista/7/8/10; Windows Server 2003/2008/2012/2016; Mac OS X; Apple Ios, Android
Server Virtualization	VMware Esxi, Microsoft Hyper-V, Citrix xenServer,Xen Desktop, citrix storefront app virtualization and VDI, VMWare Horizon
Network Monitoring	SolarWinds, Wireshark, Snort, Cisco Prime, Viavi Observer analyzer
Applications	Vsphere 6.0, Ms office, Office 365, Sabre Airline Operations management software, Navitaire reservations system, Storage Craft Backup and Disaster Recovery solutions, Microsoft teams, NetApp OnTap

Ticketing System	Service-Now, HP Service Manager, Connect Wise, OTRS, ServiceDesk Plus
Hardware:	Cisco ASA firewall, Cisco Fire power, Dell power Edge, RAID, SAN storage, Racks, Backboards, 110 block, 66block, structured cabling, Fiber Splicing, cisco Meraki Full Stack, Dell power connect switches, cisco catalyst Switches, Dell Sonic wall, WatchGuard Firewall, cisco IOS routers, F5 load balancer, NetApp Storage, HP ProLiant Servers
Networking:	Tcp/Ip, Dns, Dhcp, BGP, EIGRP, OSPF LAN, WAN, FHRP,HSRP, VPN, RSA 2-factor authentication
Security:	Barracuda Networks Cloud-based Spam and content filtering, Tenable Nessus, Qradar SIEM

PROFESSIONAL EXPERIENCE

Full-Time 40+hrs

Angel Oak companies

Network Engineer

Atlanta, GA

08/19-03/20

- Analyzes network activity and network problems to discover and prevent systematic errors
- Assesses network performance to ensure that it meets the present and future needs of the business and provide network-planning recommendations to management.
- Provides operational support, administration, maintenance for network systems
- Implement and support network monitoring systems (Solarwinds)
- Troubleshoot various LAN, WAN and WiFi network issues
- Work with internet service providers or various vendors to ensure required uptime is achieved along with doing what is necessary to accomplish the objective and needs of the organization
- Implement and maintain proper IDF/MDF facilities to include hardware high availability and redundant power supplies and UPS's

Full-Time 40+hrs

NTT Data Federal Services

Sr. Network Engineering specialist

Atlanta, GA

03/19-8/19

- Manage systems based on security policies, best practices and industry standards.
- Configure and install Routers, Switches, Wireless LAN Controllers and Access Points and next Generation Firewalls
- Monitor, log, and respond to system and network events using monitoring tools such as cisco prime, and viavi observer analyzer
- Create clear documentation and diagrams of all network and system infrastructure

- Perform proactive vulnerability testing and general administration of firewall configurations to mitigate and prevent security risks
- Manage and maintain a global multi-domain network and system infrastructure including storage area network devices.
- Responsible for patching and updating software of physical/virtual servers and network devices to mitigate risk and vulnerabilities
- Part of an on-call rotation
- Communicate with internal resources and end users as required

Full-Time 40+hrs.
Spirit Airlines
Network Engineer

Miramar, FL
11/17-03/19

- Perform installation, maintenance, upgrades, and administration of routers, L2 and L3 switches and security firewalls at branch locations as a new site or to an existing.
- Primary technical lead engineer on business and IT initiative projects
- Implementation and support of WAN, LAN and SDN solutions
- Responsible for Project planning and design of scalable network infrastructure to meet business requirements for a high availability network.
- Work with Corporate Real Estate and facilities team to survey new site locations for deployment, and design recommendations, of domestic and international branch location openings, relocations, and closing and other business driven projects as needed.
- Responsible for planning project design, cost and time estimation for project implementation
- Ensure network performance and availability meet enterprise objectives for timely service restoration.
- Work with and manage vendor relationships to deliver network services that are critical to day-to-day operation.
- Ensure resolution to escalated incidents, critical outages and technical issues are handled according to SLA
- Deployment and management of cisco ASA firewalls via the command line and or Firepower management center
- Proactive monitoring of all network devices, services and servers using SolarWinds.
- Provide domestic and international on call support for network Outages Company wide.
- Assist in the configuration and deployment of core and peripheral network devices.
- Utilize Visual software to document, maintain and update existing core and remote site location information
- Create site-to-site VPN connections from branch office to data center locations
- Primary technical lead for the deployment and implementation of a Layer 3 MPLS services throughout the entire organization, revamping the enterprise wan infrastructure.
- Troubleshoot network topologies consisting of EIGRP, OSPF, BGP and other common networking protocols in a large enterprise environment spanning across a global infrastructure.
- Facilitate weekly project review meetings and conference calls
- Part of an On-call rotation in a 24x7x365 fast pace environment

Full-Time 40+hrs
Spirit Airlines
IT Desktop Support Analyst

Miramar, FL
05/17-10/17

- Work with Corporate Real Estate and facilities team in preparation for deployment and design, for domestic and international branch location openings, relocations, and closing and other business driven projects as needed.
- Setup, configure, update and maintain computer operating system, software, and network software as needed.
- Setup, configure and assign new computers, VoIP phones, cell phones and other various IT equipment according to established procedures
- Ownership of Business Executives, customers and vendor technical issues
- Define, Maintain and document technical maintenance procedures and problem resolutions steps.
- Perform all break-fix repairs, including part(s) ordering, along with application and peripheral support in a client server environment.
- Responsible for imaging and software installs on End User devices using enterprise software.
- Utilize Service-Now ITSM to Create, track and close trouble tickets within defined service levels.
- Manage local and branch location IT equipment in service-now Global asset management database.
- Travel domestic, and internationally to on-site locations to replace and or decommission IT equipment
- Deployment of IT equipment for revenue and business driven projects
- Track and monitor issues to ensure a timely resolution, and keep relevant information documented.

Full-Time 40+hrs

Spirit Airlines

IT Service Desk Analyst /I.T.O.C

Miramar, FL

01/16-5/17

- Provide level 1 and level 2 triage of day-to-day operational task utilizing ITIL framework
- Provide first level support to end users for PC hardware and network connectivity in a global enterprise 5k+ user client server environment.
- Perform analysis of incident trends and provide recommendations and prioritization of continuous service improvement.
- Oversee and manage all incoming tickets, providing status updates, and work notes using the Service Now ITSM platform.
- Manage and coordinate all major incidents and problem management across all business functional teams.
- Handle all business and IT communications around incidents and outages regarding the Organization, IT and with domestic and international customer and or business partners systems.
- Facilitate technical engagement across engineering resolver groups to resolve critical incidents.
- Ensure timely resolution of assigned incidents and service request within defined service levels or escalating accordingly when SLAs are at risk.
- 24x7x365 fast paced network environment, using monitoring tools to monitor the availability and performance of critical applications, and network infrastructure.

Full-Time 40+hrs

Comcast
Communications Technician

Hialeah, FL
12/14-12/15

- Pre-wires single dwelling units and multiple dwelling units (MDUs) in order to provide ready hook-up capabilities.
- Complete associated paperwork with each work order in a timely manner in order to ensure all details of the work is recorded for entry in the customer's account once the work is checked in.
- Troubleshoot wireless lan connections
- Verified frequency level using provided equipment to make sure devices were within specifications
- Troubleshoot wire faults and manipulate signal levels to obtain an optimal performance of devices

Full-Time 40+hrs

4IT-Inc
Field/Communications Technician

Miami, FL
05/13-10/14

- Physically install Cat 5e, Cat 6 and RG-6 cable
- Terminate Cat 5/6 jacks, patch panels, 66/110 Blocks
- Accurately test copper cables utilizing appropriate test equipment
- Diagnose and correct copper and fiber problems
- Removal and demolition of abandoned cables
- Follow equipment and blue print layouts to install MDF/IDF and telecom room hardware including backboards, connecting blocks, racks, patch panels and fiber enclosures
- Troubleshoot Lan/Wan connectivity issues with dsl/cable modems
- Configure and troubleshoot client's user workstations, servers, and network equipment.
- Assist Help Desk Team with end-user support for Windows XP, 7, 8, server 2003, 2008, 2012, MS Office and custom applications via remotely and onsite in a client-server environment.
- Install, and configure firewalls, switches and other network devices
- Support Network Engineer with the installation, configuration, for ongoing availability and performance of network architecture, while keeping in mind the customer's business goals.
- Work with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Document work continuously throughout the day and provide detailed ticket and time sheet updates.

Full-Time 40hrs

Geek Squad, Best Buy
Advance Repair Agent

Miami, FL
05/11-5/13

- Troubleshoot, Diagnose and perform customer and store product repairs

- Comprehensive knowledge of windows and apple operating systems
- Configure a wide variety of software applications and hardware
- Handle incoming support requests via telephone, in person and via e-mail, ensuring courteous, timely, and effective resolution to clients
- Monitor, test and document fixes to ensure problems have been adequately resolved
- Perform internal customer service functions including the operation of POS systems