

MARK W. GALLAGHER

Senior Infrastructure, Network & Security Engineer

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PROFESSIONAL SUMMARY

Highly technical and hands-on Senior Infrastructure, Network & Security Engineer with over 15 years of enterprise experience designing, deploying, and securing hybrid cloud and on-premises environments. Deep expertise in F5, Fortinet, and Azure networking, including ExpressRoute, VPN, and virtual firewall integration. Proven track record in network segmentation, PCI alignment, automation, and high-availability service design. Known for translating infrastructure and traffic behavior into application performance and reliability insights, partnering with SRE, development, and cyber teams to improve incident response, service delivery, and operational outcomes. Experienced in applying generative AI to internal operational tooling to reduce MTTR and service owner friction.

CORE COMPETENCIES

F5 Load Balancing (LTM, GTM, ASM/AWAF, APM), iRules

Fortinet FortiGate and FortiADC Platforms

Azure Networking: ExpressRoute, VPN Gateway, VNet Peering, Hybrid Connectivity

Network Segmentation, Zero-Trust Principles, and PCI Alignment

Application Traffic Flow Analysis, L7/TLS Troubleshooting, Performance Optimization

Observability, SRE Practices (SLIs, SLOs, RCA, Incident Response)

Automation & Scripting (Python, Bash, Ansible)

Cybersecurity Collaboration, Vulnerability Management, Threat Mitigation

DevOps & CI/CD Collaboration, Configuration Lifecycle Management

AI-Assisted Operational Tooling and Analytics

PROFESSIONAL EXPERIENCE

DARDEN RESTAURANTS, INC. – Orlando, FL

Senior Systems Engineer | 2018 – Present

Designed, deployed, and managed F5 load balancing solutions (LTM, GTM), optimizing application availability, response time, and fault tolerance.

Implemented and maintained F5 ASM/AWAF and APM for secure authentication and application protection.

Integrated FortiGate virtual appliances in Azure VNets supporting ExpressRoute and VPN hybrid connectivity.

Led PCI-aligned network segmentation initiatives improving internal isolation and blast-radius reduction.

Managed Juniper SRX firewalls and QFX switches in EVPN/VLAN data center environments.

Partnered with Cyber Ops, SRE, and application teams using Splunk telemetry to identify security and performance anomalies.

Automated configuration, certificate rotation, and lifecycle management using Python, Bash, and Ansible.

Architected a custom internal ADC service-delivery application leveraging generative AI-assisted configuration and traffic analysis, achieving a measurable double-digit percentage reduction in MTTR.

RODAN & FIELDS – San Francisco, CA / Remote

Infrastructure Engineer | 2016 – 2017

Migrated legacy load balancers to F5 LTM improving scalability and performance.

Developed custom iRules and iApps for intelligent traffic management.

Contributed to disaster recovery strategies using F5 GTM.

ARUBA / HEWLETT PACKARD ENTERPRISE – Sunnyvale, CA

Network Systems Engineer | 2015 – 2016

Deployed F5 Exchange iApp environments improving service resilience.

Upgraded Palo Alto and Arista platforms for throughput and availability.

Supported data center and campus modernization projects.

HP ENTERPRISE SERVICES (DirecTV) – Colorado Springs, CO

Network Operations Engineer | 2010 – 2015

Supported Cisco CSS, ACE, and F5 LTM load balancing in broadcast delivery environments.

Provided Tier-3 support, performance tuning, and root-cause analysis.

EDUCATION

Information Technology Program – Colorado Technical University, Colorado Springs, CO (2003–2005)

CERTIFICATIONS

Juniper JNCIA-JUNOS – 2023

F5 Certified Administrator – 2024

CWNA 107 – 2018

Palo Alto PCNSE – 2015

CCNA Routing & Switching – 2010

CompTIA Security+ – 2009

Microsoft MCSE (NT4) – 1999 (Legacy)