MASON GRIFFITH
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NETWORK OPERATIONS | FIREWALL & HYBRID INFRASTRUCTURE

Network-focused IT professional with 3.5+ years of experience supporting enterprise, MSP, and federal environments. Strong foundation in Layer 2/Layer 3 networking, firewall segmentation, and Azure networking. Experienced in SLA-driven incident response, traffic flow analysis, and infrastructure troubleshooting. Builder of segmented multi-zone lab environments simulating enterprise firewall and hybrid cloud architectures.

CORE COMPETENCIES

Networking:
VLAN segmentation (802.1Q), inter-VLAN routing (router-on-a-stick), static routing, TCP/IP, subnetting, ARP, DHCP, DNS, NAT (PAT), traffic flow analysis

Firewall & Security:
pfSense firewall policy design, multi-zone DMZ architecture, port forwarding, default-deny rule sets, VPN fundamentals, Azure NSGs, RBAC, segmentation strategy

Cloud & Systems:
Azure VNet & subnet design, Windows Server, Active Directory, Microsoft Entra ID, Microsoft 365

Tools:
Cisco IOS, pfSense, Azure Portal, ServiceNow, ConnectWise

NETWORK ENGINEERING PROJECTS

Multi-VLAN Routing & Segmentation Lab
- Designed segmented Layer 2 network with dedicated VLANs for user, server, and management traffic.
- Configured 802.1Q trunking and inter-VLAN routing via router-on-a-stick topology.
- Implemented DHCP scopes per VLAN and validated gateway routing and subnet isolation.
- Configured static routing to simulated WAN and analyzed routing table behavior.
- Simulated outage scenarios to differentiate Layer 2 vs Layer 3 failures.

pfSense Firewall, NAT & DMZ Architecture Lab
- Designed three-zone firewall architecture (LAN, DMZ, WAN) using pfSense.
- Implemented default-deny firewall posture with granular rule-based access control.
- Configured outbound NAT (PAT) for internal users and port forwarding for public-facing services.
- Enforced strict segmentation preventing DMZ-to-LAN lateral movement.
- Analyzed firewall logs to validate policy enforcement and dropped traffic events.

Azure Hybrid Networking Lab
- Designed Azure VNet with multiple subnets and enforced segmentation using NSGs.
- Deployed VMs and validated east-west traffic filtering.
- Implemented RBAC role separation following least-privilege principles.
- Simulated hybrid connectivity concepts between on-prem and Azure environments.

PROFESSIONAL EXPERIENCE

Service Desk Technician
Federal Aviation Administration (FAA) | 2024 – Present

- Troubleshoot Layer 3 connectivity issues including DNS resolution failures, DHCP lease conflicts, VPN interruptions, and routing-related incidents.
- Perform structured incident triage within SLA-driven federal environment.
- Support Microsoft 365, Azure AD, MFA, and Windows systems while identifying underlying network dependencies.
- Maintain 90–95% first-contact resolution while handling 100+ tickets weekly.

Systems Engineer
National Networks LLC (MSP) | 2023 – 2024

- Supported 40+ client networks (500+ end users) across multi-site environments.
- Diagnosed DHCP scope exhaustion, DNS replication failures, VPN outages, and routing disruptions.
- Assisted with firewall rule analysis, policy adjustments, and switch-level troubleshooting.
- Documented root causes to reduce recurring infrastructure incidents.

IT Help Desk Technician
Stuller Inc. | 2022 – 2023

- Supported 1,000+ enterprise users across manufacturing and e-commerce operations.
- Managed Active Directory account lifecycle and workstation deployments.
- Maintained 95%+ customer satisfaction rating.

CERTIFICATIONS

Cisco CCNA
CompTIA Security+
CompTIA Network+
CompTIA A+
Microsoft AZ-104 (In Progress)