

## SR. SALES ENGINEER

### Profile

Detail-oriented professional with more than 16 years of Network Engineering and Design experience in

### Professional Experience

#### Sr. Sales Engineer

September 2014 to Current Netskope i¼ Austin , TX Pre-sales technical expertise and network design for CenturyLink's portfolio of business class services including SaaS, IaaS, PaaS, Network, VoIP, Security. Perform analysis of customer's existing voice and data network design and bills and designing more efficient network. Deliver sales and network solution presentations to telecom managers, IT directors, and executives; and establishing project plans for implementation of voice and data network services.

#### Network Architect/Senior Security Architect

September 2012 to June 2014 Insight Enterprises, Inc. i¼ Irvine , CA

- Evaluate new security technology including SIEM tools and vulnerability scanners.
- Designed, configured and deployed TACACS+ on 150 node company backbone infrastructure including Cisco and Juniper devices.
- Configure and manage Cisco ASA, PIX, Checkpoint and Sonicwall firewalls including site to site and remote access VPN infrastructure.
- Evaluated and deployed new corporate wireless infrastructure.
- Wrote company policy; worked with executive committee and department leaders to develop and implement overall company Information Security strategy.
- Installed and configured Cacti network monitoring tool.
- Created physical and logical network drawings.
- Write MOPs, perform hardware and software maintenance on network equipment.
- Test, implement and manage logical changes to domestic OSPF and BGP topology.

#### Sr. Network Engineer

September 2008 to September 2012 Aircell i¼ Chicago , IL

- Network design and implementation.
- Tier 3 support for CH2M Hill's international MPLS and VPN network.
- Architect, evaluate and deploy network solutions.
- Troubleshoot and configure Cisco firewalls, Juniper VPN netscreens, and Cisco routers and switches.

#### Network Engineer

January 2007 to September 2008 Aaa Northern California, Nevada And Utah Insurance Exchange i¼ Salinas , CA

- Instrumental in the design, architecture and implementation of networked products and solutions across all backbone platforms.
- Manage and maintain a global IP network consisting partially of Cisco, Juniper, and Nortel VPN hardware.
- Troubleshoot and repair routing and access issues on Cisco and Nortel VPN tunnels.
- Troubleshoot routing issues across MPLS, EIGRP, OSPF and BGP networks.
- Provide tier three network support to domestic and international customers, NOC and Help Desk.
- Plan and participate in scheduled maintenance upgrades and repair.

#### IP Technical Customer Account Manager/Migration Engineer

December 2003 to December 2006 Verizon Communications i¼ Syracuse , NY

- Responsible for managing, supporting and troubleshooting Level3's IP customers on a Cisco and Juniper based international WAN.
- Work with customers to troubleshoot LAN hardware and routing issues on Cisco switches and routers while also integrating other vendor's equipment into the infrastructure.
- Work closely with engineering, the NOC, vendors, transport and adjacent groups to identify problems caused by hardware and/or routing and design and deliver solutions.
- Work together with field technicians to test light levels, replace cards, GBICs, fiber, coax, and cat5 as needed to resolve customer issues.
- Write and deliver MOPs and approve GCRs to perform repairs and for preventative maintenance.
- Coordinate, configure and move customer circuits in an effort to consolidate resources and load balance traffic across Level 3's edge and border devices.

#### Technical Support Specialist II

October 2002 to December 2003 Moog Inc. i¼ Blacksburg , VA

- Provided technical support to a company of 40,000 for a wide variety of commercial and proprietary applications.
- Troubleshoot to resolve network, hardware, software, and application problems.
- Trained and mentored peers and new employees.
- Promoted after 4 months of service.

#### IP Network Engineer

August 2000 to December 2001 Qwest Communications i¼ City , STATE

- Designed, configured, installed, troubleshoot and maintained large international ISP backbone consisting of Cisco and Juniper routers.
- Turned up SONET backbone circuits between facilities.

- Owned and managed eight terapops and layer 3 expansion sites within the U.S.
- Configured interior and exterior routing protocols such as ISIS and BGP.
- Installed, configured and repaired various Cisco and Juniper backbone and edge routers including Cisco 7000, 10000 and 12000 series routers, as well as Juniper M40s and M160s.
- Installed and configured supportive network hardware such as OOB, remote power sentries, modems, CAT5, COAX, fiber, DC power.
- Coordinated, directed and guided contractors, vendors, site technicians and peers for the installation and deployment of network devices.
- Worked with site technicians and managers to determine causes and guide through solutions to network problems.
- Designed and planed new terapop builds including site inspection and configuration, equipment ordering, planning power, securing and planning SONET backbone circuits, migrate existing customer circuits, and managing contractors and vendors.
- Extensive domestic travel to install and/or coordinate installation of core and supporting core and edge devices.
- International travel to Asia to install and configure network equipment in company's first international IP points of presence.

#### System Engineer

January 2000 to August 2000 Howard Systems International 1/4 City , STATE

- contracted to Qwest Communications.
- Identified, captured and recorded Product Management, System Engineers, Product Engineers, Product Implementation, and IP Engineering requirements in an effort to design, build and populate a new integrated IP Resource database.
- IP products involved include Network VPN, Microsoft VPN and Qwest Video Services for Business.
- Worked with development to help create schema designed to store/display/retrieve collected data.

#### Support Network Engineer

February 1998 to January 2000 Productive Data Commercial Solutions, Inc Xerox Corp 1/4 City , STATE

- Identified and troubleshoot Ethernet, Fast Ethernet and Token Ring network communication anomalies at various customer sites around the U.S.
- Traveled to Europe to train 2nd level personnel in network troubleshooting and test skills.
- Troubleshoot network protocol problems using NetGeneral Sniffer.
- Designed, built, networked, maintained and managed small LAN for computer lab consisting of Windows NT, Windows 95/98, Sun Solaris, HP Unix, OS/2, Novell, 4x/5x, WFW computers and Xerox and HP Printers.
- Integrated Cisco 3620 router, Cisco 2900 switches and hubs into corporate backbone using EIGRP.
- Configured access lists on Cisco 3620 and 2502 for improved security and traffic flow.
- Used network sniffer tools to collect and analyze routing and routed protocol traced data.
- Recommend and implement solutions involving network redesign and/or specific protocol redesign.
- Received two public recognition awards in 1999 for providing crisis intervention, consultation and problem solution.

#### Education and Training

Bachelor of Arts Degree : Organizational Communication Human Resources Management. California State University 1/4 City Organizational Communication Human Resources Management.

ICND1 Cisco Certified Network Associate (CCNA Security) Intermediate and Advanced BGP/ISIS - Juniper Networks Interconnecting Cisco Network Devices Cisco Router Configuration - Protocol Interface, Inc. Building Scalable Cisco Networks Consulting Skills Workshop - Designed Learning Inc.

#### Skills

Architect, BGP, CAT5, CCNA Security, Cisco Router Configuration, Cisco, Disaster Recovery, hardware, consultation, crisis intervention, database, DC, designing, edge, EIGRP, Ethernet, Fast Ethernet, firewalls, Help Desk, HP Printers, hubs, Information Security, inspection, ISP, IP, ISIS, LAN, managing, Windows 95, 98, Microsoft Windows NT, enterprise, network architecture, network hardware, Network design and implementation, network support, network troubleshooting, Nortel, Novell, OSPF, presentations, Product Management, project plans, protocols, repairs, router, routing, sales, scanners, SONET, strategy, switches, Cisco switches, technical support, Telecom, Token Ring, Troubleshoot, troubleshooting, Unix, HP Unix, upgrades, Video, VPN, voice and data, VoIP, WAN