

## NETWORK OPERATIONS CENTER MONITORING TECHNICIAN

### Career Overview

Network Infrastructure Engineer with over 24+ years of experience in information technology. Highly familiar with a wide variety of security, engineering, networking, and operating systems and software.

### Qualifications

- INFRASTRUCTURE: Cisco routers, Core switches, IDF switches, Firewalls, WISM, Wireless Access Points, Cisco Prime, ACS, Cisco MARS
- NETWORKING: Wireshark packet analysis, Solarwinds Orion
- Cisco Firewalls, Cisco IDS, Stealth Watch, Security Onion, Sumo Logic cloud-based log management, White Hat RECON and Vulnerability tools.
- OPERATING SYSTEMS: Windows XP, Vista, 7, 8, 10; Windows Server 2003, 2008, 2012; MAC OS, Linux including Ubuntu, BackTrack, and Kali

### Work Experience

01/2012 to 12/2014

Network Operations Center Monitoring Technician Avant i¼ Chicago , IL

- Refined and improved existing documentation system, resulting in reduced labor costs totaling \$15,000 annually via increased workplace efficiency.
- Consolidated multiple ticketing systems, improving communication and ticket turnover rate by 7%.
- Investigated alerts created by IDS/IPS including malicious file uploads, compromised servers, SQL injections, and port scanning.

05/2011 to 12/2012

Information Security Intern Alameda Health System i¼ Hayward , CA

11/1993 to Current

Lead Network Engineer PRESENCE HEALTH CARE i¼ City , STATE

- Design, build and maintain LAN/WAN Infrastructures, Internet Solutions, Remote Access, Perimeter Security, Network Monitoring, LAN to LAN tunnels.
- Maintain VISIO drawings of LAN/WAN Infrastructure and Internet.
- Troubleshoot and resolve LAN/WAN and Internet issues.
- Support user community issues through HEAT trouble tickets system.
- Monitor multiple security systems.
- Investigate arising incidents caused by malicious activities, and identified false positives.
- Documented security events daily to create a baseline of activity for the client network.

### Education and Training

Associate Degree : Information Security and Digital Forensics TRIDENT COMMUNITY COLLEGE i¼ City , State Information Security and Digital Forensics

### Skills

Cisco, Cisco routers, client, documentation, Firewalls, IDS, injections, LAN, Linux, Logic, MAC OS, MARS, Access, Windows XP, NETWORKING, Network, OPERATING SYSTEMS, Prime, scanning, servers, SQL, switches, Troubleshoot, VISIO, Vista, WAN, Windows Server