NETWORK ENGINEERING CONSULTANT

Summary

Seasoned Fortune Top 5 VoIP network engineer, lead, program/project manager that is motivated to utilize adaptive skillsets in global voice network design, team leadership, program management, and consulting towards an energetic company to integrate values and best practices that will contribute to quantitative results and high levels of success.

Highlights

- Network Engineering (LAN/WAN/WAP)
- Cisco VoIP Expert
- Windows Server SME
- SQL, WINS/DNS, SharePoint, IIS, Exchange, VPN, Active Directory

- Enterprise System Engineering
- Global Team Leadership & Mentoring
- HP/Dell/IBM/Cisco/VMWare Server engineering
- ITSM/ITIL Enterprise Program/Project Management
- IT security policies & audits
- Firewall/VPN Delegation & Deployment

Certifications:

- Microsoft MCSEx2 MCSA, MCSA +Internet, MCPx4
- CCNA (being renewed)
- CSOC (Chevron PMP)

Accomplishments

- Enterprise network engineering and program/project management towards 185 countries around the world.
- Managed entire Cisco VoIP product line with 25 global clusters, 250 Vmware/UCS/HP servers, 85,000 end devices.
- Interacted with Cisco UC product designers & Mgrs. for future product builds.
- Delivering network projects/programs & engineering with ITSM/ITIL precision for the enterprise.
- Received highest honors in my service reviews as a "High Potential Employee"

Experience

Network Engineering Consultant 06/2013 ï¼ 01/2015 Great American Insurance Group Richmond , VA

- Reviewed and administered global network designs for enterprise requirements, engineering of VoIP/Data/Firewalls/VPN, cost savings, tech refresh, 24x7 hot readiness while producing savings of more than 65%.
- Lead voice networking project manager/consultant that validated system designs, custom complex designing, enterprise SME support, and managed products' lifecycle management.
- Champion of Information Risk Management by integrating corporate audit on product requirements, capabilities, assessments, and cumulative security directives.

Network Operations Team Lead 01/2010 ï¼ 06/2013 Avantus Fort Shafter , HI

- Led with clarity a 24x7 diversified & cross functional team in a collaborative, cooperative, and team building environment. Encouraged safety, team work, compliance, and operational excellence.
- As TL/Program Manager, enhanced team technical operational/design responsibilities to the rigor of project management skillsets, meeting or exceeding the customer requirements, and maintaining them all with global large scale project management & hardware/software operational responsibilities.
- Integrated with team and vendors capital savings in excess of 70% continuously.
- Participated as Sr. SME to initiate and review designs, author procedures, and act as last line for the design, deployment, refresh, and troubleshooting of enterprise products and services.
- Aided towards the alignment of my and other teams personnel (recruitment, rankings, & development).
- Developed and executed an initiative to standardize global partnerships with our newly assimilated & diversified teams and outside business units and set base for follow-the-sun operations.
- Utilized Lean Six Sigma, ITSM/ITIL, and KPI atmospheres for industry best practices and optimized routines for the operations group and/or applicable project runs.
- Designed and utilized team analytics to encourage and shape a team on excelled results.
- Disaster Recovery/BCP ETL champion towards the domestic offices and global partners.
- Administrated RCA's for multiple systems to identify gaps of procedures and future preventions.
- Supervised and initiated the change management for my team and responsible product lines to ensure procedural accuracy and safeguards to enterprise readiness requirements.
- Performed global internal audits to assist teams and auditors with adherence to IRM best practices via scripting, automation, and templates for adherence.

Global Project/Program Manager 11/2008 ï¼ 01/2014 Chevron City , STATE

- Established robust global ITSM/ITIL program management towards the architecture, design, training, operations, and project deployments of complex infrastructure systems on a $25MM+ budget run.
- As Program Manager, maintained monthly and yearly set metrics regarding deliverables, budgeting, capital spend, customer satisfaction, and other tangible results with 99.5% accuracy.
- Managed the entire product life cycle through continued operational excellence of capital stewardship, project run, planning, scoping,

operations, and global teams' training and resourcing.

- Negotiated with multiple vendors and manufactures to establish competitive bidding on products designs and costs; providing an edge of enterprise technical deliverables and capital spend savings in excess of 55% of retail costs
- Met regularly with business partners, project managers, key stakeholders, DRBs, and executives for correspondence of progress of product line or team supportability enhancements that can be tailored for enterprise alignment
- Delivered projects to global VIPs, Executive Officers, and Chairman's office with military precision of project deliverables, timing, training, and zero business impacts.
- Coordinated with manufacturer executive briefings to establish a future outlook of products that are or can be fit to integrate within the global enterprise requirements.

Enterprise Design Engineer 06/2005 ï¼ 01/2010 Chevron City , STATE

- Key enterprise network design engineer for various server, data, and VoIP network systems with 24x7-99.9% availability.
- Delivered as a complex hardware/software key architect, design engineer, and project management of new products from idea phase to enterprise production run (ITSM/ITIL Reengineering, development, security assessments, technical controls, training, SLAs, SOPs, etc.) to methodically meet enterprise requisites.
- Championed product line securities and firewalls by authoring technical controls and standards for enterprise alignment, concurrence, and sustained designs and securities.
- Orchestrated a well-choreographed global training program in corporate headquarters' University that corresponded towards product design and implementation, project runs, enterprise security, and good employee behaviors.
- Championed global Community of Practice for the adherence and understandings of enterprise technical changes, global business partner requirements, and lessons learned via virtual and face-face gatherings.
- Led as organization-wide server top SME with supervision of global Windows/Linux platforms.

Systems Engineer 09/2002 ï¼ 06/2005 Verizon Select Services/Chevron Account City , STATE

- Responsible for desktop and server engineering and operations to support the Chevron network hardware and staff.
- Advisor to VP of Western Region on new products and services that adhere to customer requirements

Education
1998 Associate of Arts : San Jose City - Arts in Humanity City , State , USA

Emphasis in CS

â€¢Chevron Project/Capital Stewardship Programs Training & Certifications (i.e. CSOC, ITIL IT Service Management, ITSM, Chevron Product Development and Execution (CPDEP) for IT, PPM- 2.5 Proposal and Project Lifecycle with Financial Management, IA Change Approver)

â€¢All Chevron provided supervisory/management courses

Skills

VoIP Expert that is intertwined with Cisco internal designers & managers, Complex Network Engineering & Monitoring for VoIP and data systems, 18 years of IT Professional Services.