

## SENIOR NETWORK ENGINEER

### Summary

Systems Engineer with diverse career experience in IT and systems development, including quality assurance, project leadership, and system implementation.

### Highlights

- Systems and Network Management
- Microsoft Windows Server
- Microsoft Exchange Server
- VMware/ESXi
- Microsoft Azure
- Cisco ASA and Fortinet Firewalls
- Help Desk Management

### Experience

Senior Network Engineer , 11/2015 to Current Dechert Llp 1/4 Philadelphia , PA

- Install, support, and maintain hardware and software infrastructure for numerous clients according to best practices, including servers, routers and switches, wireless access points, and firewalls.
- Provide technical services and support for the following areas: Network level: WAN and LAN connectivity, routers, firewalls, and security, internal systems, cloud and network infrastructure.
- Microsoft related technologies: Windows Server, Exchange, SQL Remote access solution support: VPN tunnels, Terminal Services, LogMeIn, VMware View Remote monitoring and management of system alerts and notifications Assess network performance to ensure that it meets the present and future needs of the business.
- Provide network planning recommendations to clients.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages Efficiently install, configure, administer, and maintain VMware environments and hosts, Cisco ASA and Fortinet firewalls, MS Windows 2012 and older servers, Microsoft Exchange 2013 and older servers.
- Active decision maker regarding purchases of new equipment and production support.
- Provided Tier 3 level support for all assigned client environments as warranted as well as assisting Tier 1 and Tier 2 technical staff when needed Ensure thorough systems and network documentation, including maintaining each account's network matrix, backup configurations, and network diagrams.

IT Manager , 06/2015 to 10/2015 Covid Clinic 1/4 Ventura , CA

- Handle all communications with ECRS (Catapult POS system) support personnel, to include troubleshooting equipment and software issues Responsible for the implementation, configuration, coordination, control and maintenance of all network infrastructure, and telecommunications.
- Website support - interface with Marketing Manager and third party providers as required/directed.
- Coordinate/research/develop/manage E-commerce (on-line shopping) implementation with Marketing Manager.
- Research best IT practices of comparable co-ops & businesses with eye toward back and front office integration.
- Specifically, explore automated export and integration capabilities between POS system, accounting (QuickBooks) system, and third party systems (major vendors).
- Optimize systems capabilities in general (file cleanup; knowing when to upgrade hardware and software).
- Manage systems security and backups.
- Determine and present written cost/benefit proposals for infrastructure technology need and improvements to meet business requirements Perform systems audits on a regular basis.
- Train staff in use of systems and software.
- Understand technical requirements of job and consistently apply technical knowledge.
- Perform tasks consistently at an acceptable rate as outlined by supervisor.
- Organize tasks efficiently, maintain focus, and stay productive.
- Ensure PCI compliance at all times.
- Document all hardware & software including licensing & network map.

Senior Systems and Network Administrator , 03/2014 to 06/2015 Softheon 1/4 Stony Brook , NY

- Ensure consistency and maintainability of new and existing systems by creating, maintaining, and enforcing standards/procedures for implementing technical solutions.
- Support the organizations mission through effective network and systems infrastructure administration Participate in implementation management, organizational change management, and post-implementation benefits realization for all systems installed.
- Install, manage and maintain Microsoft network and data systems infrastructure to provide highly available network resources Analyze and present written cost/benefit proposals for infrastructure technology need and improvements to meet business requirements Plan, develop and deploy approved network and security solutions Manage network projects in accordance with technology plan, budget and schedule Oversight for user access control to ensure integrity and secure access of all data residing on SG network resources Provide level 3 technical support to IT Support team Supervise Tier 1 and Tier 2 Help Desk technicians by directing and determining priorities and tasks for the team
- Consistently develop a detailed plan of action prior to implementation of a new procedure.

- Responsible for reporting network KPI's, maintaining network SLA's, documentation of network, data and systems applications, procedures, network topology and IT network equipment inventory Prioritize work and define solutions based on business needs, to include multi-tasking to handle multiple requests in any given time frame Develop and conduct various training and instructions to assist workforce in maximizing use of all deployed technology Identify necessary network, data and systems improvements and propose solutions to the IT Leader Enforcement of data governance and change management policies Participate in rotating after hours schedule to provide IT support to workforce Design, architect, implement, and optimize new and existing IT infrastructures, systems, and networks for the entire organization as a result of physical move by the company and an entire overhaul of the IT environment.

Senior Network Engineer , 10/2012 to 03/2014 Dechert Llp 1/4 New York , NY

- Install, support, and maintain hardware and software infrastructure for numerous clients according to best practices, including servers, routers and switches, wireless access points, and firewalls.
- Provide technical services and support for the following areas: Network level: WAN and LAN connectivity, routers, firewalls, and security, internal systems, cloud and network infrastructure.
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Network Manager , 04/2011 to 08/2012 Department Of Administrative Services, State Of Ohio 1/4 Mount Vernon , OH

- Solely responsible for entire LAN, WAN, and I.T.
- systems of entire organization as well as training of all organizational employees.
- Efficiently administer and maintain Cisco ASA firewalls, HP switches, ShoreTel VOIP systems, MS Windows 2008 and 2003 servers, Microsoft Exchange 2007, VMware environments, Xirus wireless LAN, and AVG Anti-Virus.
- Active decision maker regarding purchases of new equipment and production support.
- Evaluated and organized entire I.T.
- environment as a result of neglect by and sudden departure of predecessor.
- Developed all processes, procedures, and documentation related to software use, training, and operation.
- Implemented changes within the environment that saved the organization over \$30,000 annually.

Systems Administrator , 09/2010 to 04/2011 Metrostar Systems 1/4 Washington , MN

- Solely responsible for technical implementation, support, and training of all organizational employees.
- Successfully supervise technical support staff and configuration / maintenance of all Microsoft Online Services.
- Efficiently administered Cisco firewall, MS Windows 2008 servers, and Trend Micro Anti-Virus.
- Developed all processes, procedures, and documentation related to software use, training, and operation.
- Implemented and establish several SharePoint sites for access by various levels of internal and external users.
- Created and developed dozens of operating procedures for the company in compliance with best practice guidelines.
- Created all job descriptions for each level of support within the company, as well as produced all training materials utilized by employees.

Systems Engineer , 07/2009 to 09/2010 Noblis, Inc. 1/4 Bridgeport , WV

- Systematically provided server configuration services related to Active Directory, GPOs, MS Exchange 2003, Trend Micro Anti-Virus, Laptop Encryption, WSUS patching, and printing.
- Administered security and distribution groups, users, and other components of the Active Directory for two domains.
- Successfully oversaw the administration, functionality, compliance, and maintenance of several hundred Blackberry devices with Blackberry Server Efficiently assessed, revised, simplified, and documented all backup processes and procedures.
- Created guidelines demonstrating step-by-step procedures for daily and irregular tasks.

Server Operations Manager , 12/2005 to 07/2009 Realtime I.T. Support Center 1/4 City , STATE

- Successfully provided configuration, operation, and maintenance services to 100+ servers in dozens of client environments.
- Efficiently administered server configuration related to Active Directory, GPOs, MS Exchange, Symantec Anti-Virus, Trend Micro Anti-Virus, Kaseya Patching, local network, and printing.
- Managed timely configuration and maintenance of company system backups using either online and / or tape technologies.
- Migrated users in several domains from Windows 2000 Server to Windows Server 2003 environments and other domains from Windows Server 2003 to Windows Server 2008 as well as MS Exchange 2000 to MS Exchange 2007.
- Provided organization and update to all client and internal environments, in compliance with Information Technology Infrastructure Library (ITIL) certification.

- Implemented changes to internal and external environments using TLS within Microsoft Exchange, in compliance with HIPPA and ITIL email guidelines.
- Created and developed dozens of operating procedures for the company in compliance with ITIL and best practice guidelines.

#### Education

Associate of Applied Science : Information Technology , 2004 Rock Valley College i¼ City , State , United States Information Technology Certifications

NSE 5 - Fortinet Security Analyst

MCSA - Microsoft Certified Systems Administrator

MCSA - Messaging - Microsoft Certified Systems Administrator

MCP - Microsoft Certified Professional

VCP - VMware Certified Professional

VTSP - VMware Technical Sales Professional

VSP - VMware Sales Professional

#### Skills

- Microsoft Windows Server
- VMware ESXi, vCenter, and VM View
- Active Directory
- Microsoft Azure
- ShoreTel VOIP
- DHCP
- Cisco, HP, and Netgear Routers and Switches
- Cisco ASA & Fortinet Firewalls
- Group Policy Management
- DNS
- Microsoft Exchange Server and Online
- MS Office Suite
- Symantec, GFI, McAfee, Trend Micro, and AVG Anti-Virus applications
- MS SharePoint 2013 & 2010
- SQL Server
- Veeam, Acronis, Intronis, Backup Exec and NetVault backup applications
- HP, Dell, IBM, SuperMicro, and various other server manufacturers
- Ubiquiti, Ruckus, Xirrus, and EnGenius wireless networks and hardware