INFRASTRUCTURE MANAGER CONSULTANT

Professional Profile

A proven performer with 26 years of experience delivering redundant and secure networks for large enterprise environments. Demonstrated expertise maintaining and operating networks, managing IT operations, providing technical support, and developing innovative solutions to complex problems. Strong technical instruction and presentation skills, for my customers and peers.

Qualifications

Security Equipment: Fortinet FW, IDS/IPS, Checkpoint FW, Sonicwall & F5 VPN concentrators, Bluecoat Proxy, FireEye, Redseal Networks, Fidelis CyberSecurity, SecureWorks Security Technologies: Cisco ISE, Cisco ACS, Cisco NAC, IPsec & SSL VPN, Websence, RSA Secure Id, Splunk, Symantec Networking Equipment: Cisco Nexus 7k,5k, Catalyst 6500, 3700, 3600, 2960, Routers, 7500, 7200, 3800, 2900, 2600, Cisco Wireless Lan Controllers, Cisco AP's, F5 GTM & LTM Load Balancers, Infoblox, Riverbed

Experience

06/2016 to Current
Infrastructure Manager Consultant Department Of Administrative Services, State Of Ohio ï¼ OH

- Created and lead internal network/security swat team to oversee break fix for all production issues.
- Responsible to document root cause analysis while managing my team on taking corrective action to permanently resolve the problem.
- Coordinated activities related for all network & security equipment for compliance testing to assist both internal and external auditors.
- Lead a team to remediate open vulnerabilities to ensure there are no open holes, protecting company border.
- Designed and lead implementation team on time and within budget on buildout for a new data center for backup and disaster recovery.
- Coordinated and approved all change management activities for network/security daily changes and for new project implementations.
- Worked closely with business stakeholders making sure customer sign-off was successful.
- Directed resources supporting new business requirements and help build a better relationship between IT operations and the business.
- Reduced company spending by conducting several rfp's on outsourcing company's network and security operations teams.
- Developed vision, roadmaps and provided direction for all new infrastructure projects driven from our business units.
- Managing the day-to-day data center operations at JFK airport.
- Responsible for all Service Now tickets and reporting ensuring customer calls are meeting our sla's.
- Analyzed escalated issues and identified new solutions to improve service quality.
- Re-build the IT organization by hiring new staff.
- Provided leadership and mentor staff to become customer focused.
- Prepared new technical documentation and trained employees and customers for service improvements.
- Implemented new security awareness training programs for end users.
- Provide guidance relative to business continuity plans, helping executive management understand threats, risks, disaster recovery scenarios, and costs for point of recovery and time to recovery.
- Led team on several projects resulting in effective implementations.
- Managed budget and fte allocations.
- Maintained an up to date list of asset management, and purchased department inventory.

05/2000 to 05/2016
Network/Security Operations Manager Verizon ï¼ CA

- Oversaw company's entire network worldwide providing level 2/3 support.
- Maintained 99.9% uptime for the enterprise helping IT to maintain customer satisfaction.
- Collaborate with business units to help streamline growth for the New York Life Insurance and Investment business.
- Managed the day-to-day operations for IT computing platforms/environments to ensure maximum availability and reliability of systems in a global network supporting 25,000+ customers.
- Lead team of 8 direct reports and 20 vendor resources in all aspects of network & security towers.
- Oversee global network infrastructure, solution architecture, strategic planning, budgeting, and fulfillment of service level agreements (SLAs) for campus locations and over 230 sales locations worldwide.
- Directly was responsible for all aspects of triage regarding high priority incidents within the core network infrastructure.
- Co-ordinate the activities of operational support staff in multiple geographic locations to ensure 24x7x365 accountability.
- Direct support operations for 10K users in 24x7x365 network operations center environment.
- Supported over 1,000 network appliances between two data centers and 230 remote locations.
- Lead team to proactively work with multiple vendors and other internal IT departments to deliver on availability targets and sla goals.
- I ensured system uptime, performance and system availability are maintained always for all production systems.
- Monitored and reported back to sr.
- management using internal ServiceNow ticketing system to measure we were meeting our sla's.
- Noted for enhancing the foot print, effectiveness, and overall accountability of the NOC.
- This was accomplished by aggressively increasing the skill set within the NOC, improving SOPs, and establishing or enhancing communication procedures with other support groups.
- Maintained internal process and all network/security runbook documentation were in place to support high availability for our noc staff.
- Experience with pilots, infrastructure upgrades, performance, and capacity planning.
- Worked together with architecture team creating roadmaps for future network/security projects.
- Responsible for pilot testing and customer sign off prior to production rollout.
- Lead and managed financial reporting for all telecom/data networks and hardware platforms.
- Obtained all 3rd party quotes & contracts for internal procurement legal department to process.

- Designed and lead team working with AT&T to build and support MPLS network for company's 230 sales offices for employees and agents.
- Reported to CISO organization acting immediately on firewall and proxy shuns and other possible risks for devices on our network.
- Acting security liaison for my department, certifying users for HIPAA and privacy laws.
- Responsible for identity and access management system, granting full or no access to a system/application.
- Lead and approved security review board meetings.
- Lead teams to support bi-annually disaster recovery testing.
- Responsible for keeping documentation updated.
- Project managed and implemented Redseal Networks to help us mitigate best practice violations for the entire NYL corporate network.
- Managed threat and vulnerability management systems including malware and intrusion prevention.
- Escalated security issues and all risks to CISO.

01/1999 to 05/2000
Network Manager Ann Taylor, Inc ï¼ STATE

- Managed network and security operations team for corporate and Ann Taylor's retail store network.
- Managed a team of engineers for projects providing 24/7/365 operational support.
- Managed all 3rd party vendor relationships.
- Responsible for all procurement, budgeting, and asset management.
- Managed and upgraded new Cisco 7500 for added redundancy for corporate, faster performance & to support upcoming retail store VOIP project for costs savings.
- Project managed my team to design and implement Frame Relay network to connect several international offices.
- Traveled and installed Cisco 2610 router's and 2924 Catalyst switches.
- Managed telecom carrier throughout rfp process, contract negotiations and roll out.
- Managed and installed network monitoring tools, Cisco CW2000, Netscout Probes and Netview NV6000 for network operations.
- Documented runbook and configured severity alerts for all network/security hardware including up/down monitors for all wan links.
- Conducted rfp for new Cisco Pix Firewall's and Microsoft Proxy server's.
- Responsible for maintaining network security logs using Firewall Manager and NetSonar.
- Conducted rfp proposing a private VPN for 425 stores on DSL for voice and data using Cisco's 1750 router's.
- Managed lab poc testing and production rollout.
- Coordinated with stores managed in-house.
- Designed and lead teams to support new dmz infrastructure to deploy anntaylor.com domain to begin online marketing and sales.
- Architected and engineered a company wide remote access solution using Nortel Contivity appliances and Radius servers for authentication.
- Designed and upgraded to Cisco 3640 router's for VOIP project in all our domestic offices for cost savings project.
- Installed Netflow Feature Cards onto our core Catalyst 5500's for layer 3 switching technology.
- Upgraded Supervisor II cards for III providing QOS technology and for setting policies.
- Provided ongoing daily support using Microsoft's DHCP/WINS/DNS solution.
- Responsible for SNA connectivity from IBM mainframe running DLSW on routers.
- Responsible for all off-site disaster recovery testing and documentation.

03/1990 to 12/1998
Network Operations Engineer Philip Morris International ï¼ Richfield , STATE

- Managed network/data center operations lan/wan supporting 5,000 plus users domestically and internationally.
- Collapsed Cabletron Token Ring network to Fast Ethernet switching using Cisco 5500,5000 switches to improve user's computing performance for entire enterprise.
- Lab tested and designed fast etherchannel configuration, ISL trunking and spanning tree protocol.
- Designed Vlan configuration on RSM modules using Cisco's HSRP protocol.
- Responsible for day to day network/telecommunications worldwide.
- Knowledge of all types of wan topologies leased lines, private lines, ex:T1,T3,Frame Relay, ISDN, PRI's.
- Cisco routers 7000,4000,2500 series.
- Knowledge of all routing protocols OSPF,IGRP,EIGRP,BGP.
- Deployed and managed frame relay network to South America, Switzerland and Asia.
- Assisted in carrier selection process and negotiations.

Education
HS Diploma : Computer Science Mercy College Saunders Trade and Technical Computer Computer Science
Skills
streamline, AP, asset management, backup, BGP, budgeting, budget, bi, Cabletron, capacity planning, change management, Cisco, Cisco routers, com, hardware, contract negotiations, contracts, customer satisfaction, DHCP, direction, disaster recovery, documentation, DNS, DSL, EIGRP, executive management, fast, Fast Ethernet, financial reporting, Firewall, Frame Relay, hiring, IDS, Insurance, inventory, ISDN, lan, leadership, legal, IBM mainframe, Managing, meetings, mentor, access, Microsoft Proxy server, monitors, negotiations, enterprise, Netview, NAC, network security, network & security, network and security, network/security, network, Networking, Networks, Nortel, online marketing, OSPF, policies, procurement, protocols, Proxy, quality, reporting, retail, rfp, router, Routers, routing, sales, servers, service level agreements, sla, SNA, SSL, strategic planning, Supervisor II, switches, Symantec, T1, technical documentation, telecommunications, telecom, Token Ring, training programs, triage, upgrades, VPN, vision, voice and data, VOIP, wan, Wireless Lan