

NETWORK SUPPORT ENGINEER

Professional Experience

January 2007 to Current

Interactive Brokers Llc Greenwich , CT Network Support Engineer

- Perform daily operations and maintenance for the data center network security infrastructure. Operations and maintenance includes firewall maintenance, administration, troubleshooting, capacity planning performance monitoring to sustain system functionality, performance, and availability.
- Primary responsibilities include updating Checkpoint firewall policies, Blue Coat Proxy policies,

May 2003 to January 2007

Atos Sioux Falls , SD Senior Security Analyst

- Reston Headquarters
- Planning and Administration: Led the design and administration of Active Directory Networks, including scripting, client configuration and security planning. Maintained and managed 50 servers consisting of Windows NT, Windows 2000 and Windows 2003 servers.
- Monitoring and Troubleshooting: Troubleshot LAN/WAN problems through protocol analysis using Sniffer, Solarwinds Software and Concord E-health product. Creating monthly reports for the Senior Management to review the network health of all the remote sites. Minimizing monetary loss and downtime by proactively monitoring LAN/WAN health by using Network Management tools.
- LAN/WAN Design: Designed efficient LAN and WAN networks to suit the customer needs according to their requirements and budget. Including campus design and capacity planning for the WAN bandwidth. Technical lead for the design and conversion of ATM and Frame Relay networks to MPLS based network.
- Configuration Management: Streamlined the configuration and management of all the router and switches by using Solarwind Software configuration management tool. Helping to automate the configuration of routers and switches with this software and also improving the asset management which was being done through cumbersome spreadsheet management.
- Risk Management Support: Performed sensitivity analysis, risk analysis, and lead effort for developing security plans for FDIC General Support Systems (NT Servers, LAN/WAN, UNIX, Remote Access, Extranet / Internet, PKI, Voice/Video), and sensitive applications based on OMB, GISRA, and NIST guidance. As part of the risk management program, streamlined the application sensitivity rating process by developing automated tools to evaluate application sensitivity and developing procedures. Also conducted security analysis to determine appropriate security is incorporated during the design stage of application development.
- Policy Development: Maintained working knowledge of Federal guidelines (NIST, GISRA, OMB A-130) and assisted in developing security policies for access controls, risk management program, and monitoring program.
- Emerging Technologies: Performed technical analysis of IT products such as Windows 2000, Intrusion Detection Systems, Vulnerability Assessment Tools, PKI, Virtual Private Networks (VPN), and developed comparison matrices of different products against a defined set of FDIC requirements. Analysis included product recommendations and multi-media presentations to the senior management.
- Security Awareness and Training: Facilitated security awareness and training sections for security personnel regarding completing sensitivity questionnaires, developing security plans, roles and responsibilities, and utilizing security tools.
- Tracking Security Trends: Monitored vulnerability notices from vendors (SANS), security agencies (CERT), and government agencies and assisted in tracking compliance in resolving such vulnerabilities.

August 2000 to February 2001

The Paragon Group Hudson , OH Helpdesk Analyst

- Management and Support: Member of Level III support team for maintaining and managing nine Windows 2000 servers and 800 Windows 2000 Professional workstations spanning two different locations. Maintained and supported DNS, DHCP and File Servers.
- Rollout Product: Led the team in designing and rolling out Windows 2000 Professional Operating system for 500 workstations using Remote Installation Service to download the images, a mass deployment tool part of Windows 2000 operating system. Trained junior network personnel on how to download the image stored on the servers to deploy to the clients. Saved thousands of dollars by not licensing a third party product for the mass deployment.
- Optimizing System Performance: Responsible for 24/7 uptime of servers. Used System Monitor to monitor the health and performance of different components of the server like CPU usage, Memory and Disk Performance. Scheduled Disk Defragmentation on a regular basis to keep the hard disks performance at maximum. By implementing proper system monitoring and optimization techniques saved the client lot of labor hours for downtime and improved efficiency.
- Security Management: Responsible for enforcing security for user groups and resources. Implemented encryption, folder and file permissions, group policy and audit policy. By implementing proper Windows 2000 security mentioned, protected our division's network both from internal and external malicious activity.
- System Backup and Disaster Recovery: Maintained and operated a centralized backup system with HP Storage Work Autoloader. Scheduled daily automated backup and also performed test restores to check the integrity of the backups on regular intervals. Maintained Raid 5 configuration for the hard drives on all the mission critical servers like the active directory domain controllers and file servers which provided redundancy for all the data stored on the hard drives.

August 1998 to August 2000

Frontier Technology Inc Beverly , MA Systems Administrator

- Installation and Planning: Member of the network engineering team responsible for the deployment of Windows NT server PDC and BDC including WINS and DHCP Servers. Worked extensive hours and under deadline pressure to complete the installation.

- Client Configuration: Upgrading 1000 PC's from Windows 98 to Windows NT by setting up a model image of a PC on an NT server and downloading the image on the client PC's by using Norton's Ghost Software.
- User Management: Managed user security through user group management, logon scripts and security policy management. Managed network resources through file and folder permissions and access control lists.
- Beta Testing: Researched what it would take to upgrade workstations and servers to Windows 2000, including testing Windows 2000 applications for backward compatibility with data.

Education

1996

University of Houston

City , State , US Management Information Systems

B.B.A University of Houston, Houston, Texas B.B.A, Management Information Systems, 1996

Professional Affiliations

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Presentations

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Skills

Security, Engineer, Capacity Planning, Switch Capacity, Checkpoint, Data Center, Firewall, Maintenance, Network Security, Operations, Security Infrastructure, Microsoft Windows, Windows 2000, Lan, Lan/wan, Active Directory, Access, Asset Management, Budget, Change Management, Configuration Management, Frame Relay, Mpls, Router, Scripting, Security Planning, Sniffer, Software Configuration, Software Configuration Management, Solarwinds, Systems Engineer, Windows 2003, Deployment, Dhcp, File, Workstations, Application Development, Extranet, Intrusion, Intrusion Detection, Intrusion Detection Systems, Nist, Pki, Policy Development, Remote Access, Risk Analysis, Risk Management, Security Policies, Trading, Training, Unix, Voice, Vpn, Vulnerability Assessment, Access Control, Access Control Lists, Acls, Ghost, Policy Management, Testing, Windows 98, Wins, Helpdesk, Audit, Backups, Basis, Clients, Disaster Recovery, Dns, Encryption, Optimization, Raid, Rollout, Bgp, Cifs, Cisco, Cisco Asa, Cisco Asa Firewalls, Eigrp, Ethernet, Firewalls, Ftp, Information Assurance, Ipx, Isdn, Linux, Nas, Netbios, Netscout, Network Attached Storage, Ospf, Pop3, Ppp, Proxies, Sntp, Ssl, Tcp, Tcp/ip, Vlan, Wireless, Wireless Lan