NETWORK ADMINISTRATOR

Professional Profile

Highly Motivated Network Engineer Network Engineer Professional ready to deliver 110% quality network support, project planning, implementation and analytical skills as a team member of the Data Center or Network Operations Center.

Qualifications

- Network protocols
- Network traces
- Protocol analyzers
- Cisco routers and switches
- Cisco IOS 1900 switches
- IOS 3600, 7200 and 12000 routers
- F5 Networks BIG-IP
- Cisco IOS
- Supporting IP Telephony
- Local and long distance carrier circuits
- Analysis and problem solving

Relevant Experience

Consistently attained Gold level award for case completion while Cisco TAC Engineer

Received the merit raises in 2nd and 3rd years with Citigroup on the Global Network Command Center (GNCC).

Experience

Network Administrator
November 2010 to Current Williams International ï¼ Ogden , UT

- Concentrate on the overall health of the network, server deployment, security, and ensuring that the network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations at the network level.
- Provide highest level support for break/fix issues that could not be resolved at the Tier 1 (Help Desk).
- Provide excellent customer service via the Help Desk system.
- Provide comprehensive support and management of computer systems including but not limited to hardware, operating systems and business applications.
- Proactively manages servers and network devices.
- Identify possible issues and works to resolve them.
- Configure systems and provide administrative support for same.
- Maintain and support desktops, laptops, and printers.
- Mitigate risks for GLBA/FFIEC compliance.

L2 Network Analyst
October 2005 to April 2010 Citigroup, Inc ï¼ City , STATE

- Perform Level 2 type troubleshooting, answer and respond to phone calls from clients, ISP/Telco vendors on Frame Relay/MPLS issues and other TI organizations.
- Develop, improve, implement and deliver superior Network Operations support to Citigroup infrastructure.
- Assist in coordinating outage conference calls and perform business and management notification.
- Monitor and manage Global Enterprise infrastructure consisting of 29,000+ devices including Banamex and Citibank LATAM.
- Troubleshoot F5 BigIP and 3DNS issues as well as Riverbed Steelhead issues.
- Troubleshoot DNS, DHCP, TACACS and VPN issues.
- Support VoIP, QoS and IP phones including connections to Avaya PBX.

L2 Network Specialist
November 2003 to October 2005 DELL, Inc ï¼ City , STATE

- Responds to PowerConnect switching technical issues escalated from L1 technicians and sales team.
- Investigates, troubleshoots and resolves hardware and software technical issues on Dell PowerConnect switching products.
- Applies advanced knowledge of STP, RSTP, GVRP, VRRP, VLANs, LAGs, OSPF, RIP, QoS, ACLs, Fiber, SNMP, TCP/IP and Multicast protocols required to perform analytical and technical tasks on PowerConnect Systems.
- Works with Product Group or Engineering on compatibility issues.
- Provides vitality training on products, discusses processes and issues with lower level technicians.
- Demonstrates professional ability to deal with irate customers and handle stressful situations.

Network Analyst, Network Engineer, Desktop Technician
November 1997 to April 2002 Getronics ï¼ City , STATE

- Provided application migration and installation for an 800+ WinNT workstation rollout over a period of 6 months.
- Installed, maintained, adjusted and restored computer hardware and software.
- Resolved desktop and network problems with a very strong equipment and hardware orientation.
- Engineered and implemented various networking equipment; with multiple networking protocols across client/server platforms for a

LAN/Retool project up to 200 users.

- Commissioned as a key member of the Network Operations Center to develop, implement and support comprehensive systems for management of Agilent Technologies' Network including network monitoring and management software, and administration of routing and switching devices.
- Resolved LAN/WAN and Routing Protocol problems as Cisco Engineer of the Cisco TAC for 2 years supporting BGP, RIP, EIGRP, IGRP OSPF, DLSw+, LAT, HSRP, Frame Relay, ATM, HDLC, SDLC, NAT and Policy Based Routing.

Customer Service Specialist, Help Desk Team Lead
June 1995 to November 1997 I-NET, Inc ï¼ City , STATE

- Help desk support, trouble-shooting client problems dealing with MS Office Applications Suite, MVS and VTAM software, and Novell/WinNT connectivity and access.
- Documented various Halliburton in-house application procedures.
- Managed daily operations to ensure service levels were consistent with business goals including managing established schedules, as well as monitoring attendance and punctuality for my team.
- Monitored the operation and activities within the team.
- Provided technical coaching and mentoring to incumbent analyst and new hires on new products.
- IBM XT/AT, all IBM compatibles, disk subsystems, sound cards, modem cards, CD-ROM/DVD-ROM, scanner and SCSI cards.
- Memory and motherboard upgrades.
- Cisco Catalyst 1900/2900/3700/4500/6500 series, Cisco 7000/6500/4000/3600/2800/1800/1900/2900 routers.
- Software: Languages: Visual Basic 5.0, Visual C, C++, Assembly, Fortran, COBOL, Basic, VMS, TSO.
- Operating Systems: DOS, Windows 95/98/XP//10, WinNT 4.0, Cisco IOS 10.5 - 12.4.
- Applications: MS Office 2003/2007/2010, SMS 1.0.

Education
A.A.S : Computer Science Computer Information Systems Programming Specialist , 1981 Graduate North Harris Montgomery Community College Graduate Clear Creek Senior High Computer Science Computer Information Systems Programming Specialist
Service and Support, Novell Education Course N801 12/96 Supporting Microsoft Office 97, Microsoft Official Curriculum Course # 856 12/97
Cisco Certified Network Associate 11/1999 CSCO10042151 CompTIA A+ /Network 04/2003 Cisco Certified Network Professional 3/2003 CSCO10042151 Expired Dell Certified Networking Professional 11/2004 Cisco Certified Network Associate : 12/96 CSCO
Cisco Certified Internetwork Professional 03/2010 CSCO11279508 Cisco Certified Networking Professional 03/2013 CSCO11279508
Languages
None
Affiliations

Dallas/Fort Worth Cisco Users Group (DFWCUG) 8/2007 - 1/2012

Veeam User Group

Interests
Special Olympics Standing Long Jump Director - Spring Games 95-01 Computers Co-Director - Bowling Event 96-05 Tom Landry Elementary PTA President 2008 - 2010
Additional Information

- ACTIVITIES:
- Special Olympics Standing Long Jump Director - Spring Games 95-01
- Computers Co-Director - Bowling Event 96-05
- Tom Landry Elementary PTA President 2008 - 2010

Skills
A+, administrative support, analyst, ATM, Avaya, Basic, BGP, Visual C, C++, Cisco Certified Network Associate, CD-ROM, Cisco IOS, Cisco, Cisco Certified, client/server, coaching, COBOL, computer hardware, hardware, client, clients, excellent customer service, Dell, desktops, DHCP, DNS, DOS, DVD, EIGRP, Engineer, Fortran, Frame Relay, HDLC, Help desk support, Help Desk, IBM, IBM compatibles, MVS, ISP, IP, LAN, laptops, managing, Memory, mentoring, access, MS Office, MS Office Applications, Microsoft Office 97, 97, Windows 95, 98, WinNT 4.0, WinNT, Works, migration, modem, motherboard, Enterprise, Network, Networking, Novell, NetWare 3, NetWare 4.1, Operating Systems, OSPF, PBX, printers, processes, protocols, RIP, routers, Routing, sales, scanner, SCSI cards, SDLC, SECURITY CLEARANCE, servers, SMS 1.0, SNMP, sound cards, TCP/IP, phones, phone, Troubleshoot, troubleshooting, trouble-shooting, TSO, type, upgrades, VPN, Visual Basic 5.0, VMS, VoIP, VTAM, WAN