SENIOR NETWORK ENGINEER
Profile

A fast learner who is self-motivated and knows how to work in a fast-paced environment. Excels at taking on large, complicated projects and completing them in a timely fashion. Committed to delivering high quality results and providing attention to detail while getting results for the customer. Willing to take on high-priority issues and resolve them professionally and as quickly as possible without sacrificing quality. Great problem solving skills and works well under pressure.

Great oral communication skills, knows how to explain technical details to specific groups with varying technical knowledge, explains what is happening, and details how to resolve or implement the fix. Knows how to tailor conversation for different audiences.

Is committed to providing great customer service and satisfying the customer's expectations and resolving their issues.

Accomplishments

Prepared network design for Rewards Card program.

Also worked with INMAR and IBM to resolve connection issues.

Assisted in DeCA West Data Center Refresh Project, which included, but was not limited to, installation and removal of mainframe servers, Cisco ASA firewalls, Tape Drives, Cisco Routers and Switches, Virtual Machine (VM) Servers, Proxy Servers, T-1 Circuit cabling, Ethernet cabling, fiber cabling, network taps, IDS equipment, and relocating of commercial carrier equipment.

Also for DeCA West Data Center Refresh helped design new network diagrams using Microsoft Visio.

Designed remote wireless backup solution for commissaries that have circuit issues.

Solution allows a network team to provide Internet connection for a store without having to send a field technician.

Provided network architecture for DeCA eWIC network solution.

Also consulted with DeCA Program Management about network requirements of future eWIC installations.

Conducted site install of equipment in New Mexico, Texas, and Virginia.

Designed and installed cable TV integration for DeCA's DINTV.

Installed custom cabling of Cable TV for Enterprise Service Desk (ESD) area.

Assisted with DINTV tech refresh, installed the new Visix server.

Locked down vulnerable systems within DeCA network to maintain Payment Code Industry (PCI) standards.

Relocated network cabinet, moving all switches, fiber and copper connections.

Worked in a multi-system environment (Cisco, Enterasys, RSA, Blue Coat, HP, and VMWare).

Professional Experience
Senior Network Engineer
July 2013 to Current Dish ï¼ Tuba City , AZ

- Configured new CiscoWorks Server and migrated data from old server.
- Configured new SNMP policy for Cisco Routers and Switches.
- Maintained and configured Cisco ASA & PIX security appliances and firewalls.
- Maintained and configured Cisco VPN concentrators and configured IPSEC over GRE tunnels.
- Configured and installed new Cisco ACS server and migrated data from old server.
- During migration cleaned up and reorganized all network devices for better separation of duties.
- Assist DeCA Data Center personnel with the installation of new virtual mainframe servers and diagnosed connectivity issues.
- Assist with Payment Card Industry (PCI) compliance audits and to make the necessary network changes to comply.
- Supported Security Posture of DeCA Network.
- Configured new 802.1X Access Control policy.
- Uses Microsoft Visio to maintain and design new network diagrams.
- Uses RSA Envision to help troubleshoot connectivity issues with outside and inside network problems.

Network Engineer 3
September 2011 to July 2013 Avid Technology Professionals ï¼ San Antonio , TX

- Configured and maintained Cisco Routers and Switches.
- Configured and maintained HP and Enterasys Switches.
- Maintained and diagnosed problems with DeCA Headquarters LAN environment.

- Including but not limited to working on Cisco 4500 and 6509 series switches.
- Configuring and maintaining Blue Coat WAN accelerators.
- Configuring Blue Coat Proxy Servers which includes granting or restricting access to websites.
- Also includes configuring the Proxy Server for SSL Intercept and Web Caching.
- Tested and installed Cisco and Enterasys IOSs corporate wide.
- Emergency field work to replace malfunctioning network equipment Router or Switch and circuit troubleshooting.
- Assisted store personnel at Guard and Reserve sales with remote network equipment which consisted of Cisco Routers, Switches and Wireless Access Points.
- Did onsite install of Wireless router/bridge for DSL connection at remote location.

Network Engineer 2
March 2010 to September 2011 Providence Health & Services ï¼ Edmonds , WA

- Monitored CIC Precision Network Monitoring software suite.
- Investigated WAN circuit outages and worked with multiple commercial carriers (AT&T, Verizon, CenturyLink and Sprint) to resolve issues.
- Maintained and diagnosed multiple 802.11i WLAN network solutions.
- Examples: Cisco Autonomous WAPs, Cisco Wireless LAN Controllers, Cisco Wireless Control System and Cisco Prime Infrastructure.
- Maintained Store-Level LAN and worked with store personnel to resolve trouble tickets.
- Worked with Third-Party Vendors such as IBM to resolve CARTs related issues that include but not limited to register and server connectivity and wireless issues.
- Worked with DeCA Desktop Support with the installation and repair of thin clients.
- Generated Store Network Downtime Report that was to be presented to Network management.
- Supervisor: Roney McDaniel (757-478-1083) Okay to contact this Supervisor: Yes.

Field/Training Supervisor
December 2005 to December 2008 The Washington Post ï¼ Washington , DC

- Hours per week: 50 Trained Technicians to install DirecTV and Wild Blue internet antennas.
- Trained Technicians for basic networking (wired and wireless) for Wild Blue installations.
- Took advanced trouble tickets with customers with repeat issues and trained technician involved in the case.
- Trained and installed custom network/coax cabling jobs that involved difficult wall-fishing and commercial building work.
- Served as Safety Coordinator, handed out flyers and held safety classes for all technicians.
- Handled day-to-day logistics of the technicians also had a crew of two routers on my team.
- Designed technician schedule and also installed quality control.
- Supervisor: Shawn West (804 943 1212) Okay to contact this Supervisor: Yes.

Design Editor
May 1997 to December 2004 The Hopewell News ï¼ City , STATE

- Hours per week: 40 Handled day-to-day design of newspaper.
- In charge of moving newspaper from old "Cut and Paste" method to digital design method.
- Installed multiple servers both Macintosh OSX and Windows NT.
- Changed building from CAT3 cabling to CAT5, punched down patch panel, and installed Cisco Router and Switch.
- Worked part time IT department for Desktop and Network Issues.
- Worked part time photographer for Sports and News stories.
- Supervisor: Pat Cook (804 458 8511) Okay to contact this Supervisor: Yes.

Education and Training
Associate of Science : Printing Production and Imaging Design , 12/1996 Chowan College ï¼ State

Printing Production and Imaging Design

CompTIA A+ Certification : Business Management Computer Repair , 05/1999 John Tyler Community College ï¼ City , State Business Management Computer Repair
Certifications

Cisco Certified Network Associate (CCNA)

Cisco Certified Network Associate (CCNA) Wireless

Certified Information Systems Security Professional (CISSP)

Cisco Certified NetworkProfessionall (CCNP)

CompTIA Security +

CompTIA A +

Microsoft Certified Professional (MCP)

Skills

A+, Coaxial and Network Cabling, CCNA, CCNP, Cisco Routers, Cisco Router, clients, digital design, DSL, Ethernet, firewalls, Graphic Design, HP, IBM, IDS, Information Systems, LAN, logistics, Macintosh, Access, MCP, Microsoft Visio, Windows NT, migration, Network management, network architecture, network design, PCI, Cisco Prime, Blue Coat Proxy Servers, Routing, Servers, SNMP, SSL, Switches, Switch, T-1, Tape Drives, Desktop Support, troubleshooting, VM, VPN, WAN, websites, Wireless LAN, BPG, Frame Relay, OSPF, EIGRP, Cisco LMS, Cisco ACS, 802.1X Access Control