NETWORK ANALYST

Summary

Network Engineer *Talented network engineer offering 3 years of experience in enterprise and service provider environments and expertise in several flavors of network vendors including Adtran, Alcatel-Lucent, Calix, Cisco, and Juniper. *Solid understanding of firewalls, VPN, monitoring tools, and software defined solutions. *Strong grasp of computer security, assorted operating systems, numerous applications and mixed platforms.

Skills

- Systems and Network Administration
- Network Backup, Recovery, Repair, and Security
- Mixed-Platform Environments
- Routing Protocols - BGP, EIGRP, ISIS, and OSPF
- Layer 2 Switching - Spanning Tree and ERPS
- Technical Infrastructure (LAN/WAN/MAN/WLAN)
- VoIP and IP Video Deployments
- Shell Scripting and Automation (PowerShell, BASH, and Python)
- Workstation Installation/Configuration
- Open-Source Tools
- User Training and Support TCP/IP, DNS, DHCP, MGCP, NFS, SIP, SMNP, SMTP, Network Function Virtualization, VMware, Parallels, Microsoft Windows, Apple macOS, Mobile Device Management - iOS, Android
- Fortinet security, Barracuda Web Filtering, ESET Nod32 Antivirus
- Microsoft Forefront, BitLocker, Hyper-V, Active Directory, and Exchange

Experience

Network Analyst 02/2016 ï¼ Current Avera Health Milbank , SD

- Contracted first four months until hired full time) Insure that new installation and change requests passing through my group are within Windstream's approved network standards.
- Using established best practices, my group troubleshoots any and all issues with engineering and design.
- A successful analyst must note design flaws that will impact customer experience.
- Fundamental to this process is a rock solid understanding of the OSI model, the ability to critically interpret and analyze data, and troubleshoot accordingly.
- Project Excel: ATM to Ethernet Access Layer Refresh providing reduced data downtime, faster broadband speeds, and VoIP capabilities.
- VoIP: Implemented the first full broadband VoIP solution at Windstream.
- Change Control: Responsible for customer impacting change requests to the broadband network.
- Kinetic IPTV: Deployment and testing of IP Multicast network for TV and video service delivery.
- Tiger Team: Experienced Analysts acting as point-of-contact group for troubleshooting and team coordination.
- Documentation: Created training materials, templates, and documentation for existing and new practices.

Help Desk Analyst 08/2015 ï¼ 01/2016 Seguin , TX

- I provided front-line remote help desk support.
- The help desk was responsible for workstation setup, backup, security, and administration.
- Our team assisted users by telephone and remote access software.
- Fundamental to supporting firms and their users is a friendly, helpful disposition, a solid understanding of the troubleshooting process, and drive to exceed expectations in a timely manner.
- Our help desk team acts as both Tier 1 and Tier 2 in a traditional help desk/system administration structure.
- We accepted calls, cut tickets, and then set about solving the issues that our clients report.
- We administrated Microsoft Active Directory, Exchange, Office365, and SharePoint.
- Issues that would exceed the scope of work for the Help Desk would be assigned to the Client Engineer.
- The help desk was responsible for workstation setup, backup, security, and administration.
- Monitor clients sites with remote systems and tools.
- Active Directory/Office365 Audits for select Clients.
- Assist with disaster recovery.
- Maintained and administrated client LAN environment.
- Client on-boarding for directory and mail services.
- Change control for managed switches, firewalls and web filters.
- Automation of consistent repeated tasks: BitLocker decryption, password resets, virus scans, and workstation setup.

Library Technician 09/2012 ï¼ 07/2015 Alutiiq Llc Key West , FL

- I assisted librarians by helping students in the use of library catalogs, databases, and indices to locate books and other materials.
- Other duties included compiling records; remove or repair damaged books; register students and patrons; check materials in and out of the circulation process.
- I also provided computer support.
- Duties included maintaining 100 available desktop computer terminals, 30 Windows laptops, 20 MacBooks, 5 iPads, basic troubleshooting, imaging, printer support, and providing application support.
- I would also assist students with their personal laptops and mobile devices.

- Inventory.
- Support for information systems in an educational environment.
- Microsoft Windows and Office Support.
- Apple macOS support.
- Mobile device support.

Education and Training
August 2012 Bachelor of Arts : University of Central Arkansas - Sociology History City , State Sociology History Technology Summary *Cisco and Juniper configuration and templating/standardization
Skills
Active Directory, analyst, Antivirus, Apple, ATM, Automation, Backup, BASH, basic, BGP, broadband, catalogs, Cisco, Client, Clients, databases, decryption, delivery, DHCP, disaster recovery, Documentation, DNS, EIGRP, Engineer, Ethernet, firewalls, help desk support, Help Desk, imaging, information systems, Inventory, IP, ISIS, computer support, LAN, laptops, macOS, materials, Access, Excel, Exchange, mail, Office, SharePoint, Microsoft Windows, Windows, Network Administration, NFS, Network, OSI, OSPF, printer, Protocols, Python, Routing, Shell Scripting, SMTP, switches, system administration, TCP/IP, User Training, telephone, TV, training materials, troubleshoot, troubleshooting, Video, VoIP, WAN