

TIM NELSON

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NETWORK SUPPORT ENGINEER & SECURITY ANALYST

Over 16 years of training and experience in analyzing, testing and managing the design, development, documentation, maintenance and configuration of a wide variety of multi-million dollar strategic and tactical IT systems in complex multi-vendor environments. Swiftly builds IT support teams that thrive in the most demanding of operational conditions. Integrates business requirements with the latest technologies to deliver cost-effective solutions. Superior communicator; effective at all organizational levels. Core competencies include:

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|---------------------|---------------------------|---------------------------|
| ◆ Security Auditing | ◆ Team Player/Team Leader | ◆ LAN/WAN Strategies |
| ◆ F5 LTM/ASM | ◆ Juniper Routers | ◆ Excellent People Skills |
| ◆ Disaster Recovery | ◆ Viruses & Malware | ◆ Security+ |

PROFESSIONAL EXPERIENCE

F5 NETWORKS, INC., Liberty Lake, Washington

11/2016 – 12/2019

Network Support Engineer II

- Provided timely and accurate hardware and software support for customer cases to include; upgrade recommendations, RMAs, traffic analysis, bug matching/analysis, and site down support/resolution.
- Go-to for colleague questions regarding transceivers, switching, Cisco devices, and anomalous network behavior.
- Authored numerous customer facing knowledgebase articles on function, design, troubleshooting, and best practice.

LOCKHEED MARTIN, Info Systems & Global Solutions, Pearl Harbor, Hawaii

07/2015 – 11/2016

Network Operations Center Analyst/Controller

- Identified/troubleshoot errors to repair & restore connectivity on the Defense Information Systems Unclassified and Classified networks by utilizing a wide range of network management systems (Remedy, Netcool, eHealth, & SunOS) to perform within Service Level Agreements.
- Scheduled & coordinated vendor repairs, RMAs, authorized service interruptions, & upgrades.
- Monitored network for malicious or anomalous traffic; identifying source, destination, and type, as well as created/managed firewall rules based on mission needs.
- Authored, maintained, & retired BASH scripts performing critical functions to support daily operations.

OKANOGAN COUNTY PUBLIC UTILITY DISTRICT, Okanogan, Washington

11/2012 – 07/2015

Network Analyst

- Oversaw Layer 2 & 3 configuration and management, service provisioning, monitoring & troubleshooting, and virtual environment configuration & management.
- Researched, developed and implemented new technologies while managing asset procurement.
- Carried out security audits, traffic sniffing, process development and documentation.

MID-VALLEY HOSPITAL, Omak, Washington

08/2012 – 11/2012

Server / Application Specialist

- Performed server configuration and maintenance, end user account management, troubleshooting, and intranet/extranet maintenance & programming.
- Uncovered a coding error on intranet site that had prevented usability for more than a year; added new features to the site to dramatically expand functionality.

Continued ...

PROFESSIONAL EXPERIENCE *(continued)*

WASHINGTON STATE DEPT. OF CORRECTIONS, Airway Heights, Washington 06/2012 – 08/2012
Information Technology Specialist

- Carried out end user support, troubleshooting, asset tracking/maintenance, backups and Layer 2 support; managed new account creations and modifications.

UNITED STATES AIR FORCE, Various Duty Stations including Iraq 05/2004 – 04/2012
Cyber Systems Operations Craftsman, Air Force Specialty Code: 3D072

- Oversaw uninterrupted large-scale network operations for as many as 26K end-users.
- Collaborated with the Network Security Lead in building phishing sites on rogue servers or workstations to test user Information Assurance (IA) training.
- Superbly managed and motivated as many as six technicians and specialists; earned a reputation for firm, yet compassionate mentorship.
- While deployed, solved an issue in 15 minutes that had been ongoing for two years.
- Flawlessly managed a budget of \$650K while overseeing assets valued in excess of \$1.6M.
- Investigated, mitigated and remediated potential or confirmed viruses and trojans, unauthorized access and security violations.
- Maintained classified & unclassified networks, commercial networks and two Allied networks.
- Supervised installation's Automated Data and Processing Equipment (ADPE) program, supervising three Airmen, 147 accounts and 300+ Equipment Custodians.

EDUCATION & TRAINING

College Coursework: Currently pursuing a BS in IT Security

Certifications: Cisco Certified Network Associate (2015), Cisco Certified Entry Network Technician (2015), CompTIA Security+ (2015), CompTIA Network+ (2009), CompTIA A+ (2015), F5 Certified Administrator - BIG-IP (2017)

Selected Military Training: Airman Leadership School (Distinguished Graduate and Academic Achievement Award); Communications-Computer Systems Operations Apprentice

Software: OpenWRT, DD-WRT, Solarwinds, CommVault, Putty, WinSCP, FileZilla, IIS, RADIUS, Netcool, eHealth, MSSQL, MySQL, MS Office, Cisco Prime Optical

Languages: HTML, HTML5, JavaScript, PHP, AJAX, BASH, iRules

Operating Systems: Windows XP, Windows 7, Windows Server, CentOS, Kali, Ubuntu, Fedora, Android, Apple iOS, SunOS, TMOS

Hardware: Cisco, Ciena, F5, Dell, Ubiquiti, Raspberry Pi, Motorola, Cambium, Eltek, Tripp Lite, HP, Juniper, Fluke, Palo Alto, TacLane, SafeNet, FastLane

Protocols: TCP, UDP, IP, OSPF, EIGRP, BGP, ISIS, HTTP, HTTPS, ICMP, FTP, TFTP, SSH, SCP, SNMP, Telnet, ARP, DHCP, DNS, SMTP, TLS, NTP

Selected Awards: Air Force Achievement Medal; Meritorious Unit Award; A.F. Outstanding Unit Award (x2); A.F. Good Conduct Medal (x2); National Defense Service Medal; Iraq Campaign Medal w/ Bronze Star Device; Global War On Terrorism Expeditionary Medal; Global War On Terrorism Service Medal

Military: Staff Sergeant (E-5), U.S. Air Force (Honorable Discharge, 2012)