# 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:

 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/troubleshot 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.

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**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)