

# RICHARD NEVAREZ

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## OBJECTIVE

A network engineering position in which I can assist and grow by installing, maintaining or troubleshooting of current and expanding networks.

## SKILLS

- Configuring and troubleshooting Cisco routers and switches, ASA firewalls, Linux systems, PC setup and installation, load balancers (F5, Brocade, Cisco CSS and Brocade)
- Support with systems including Microsoft Windows, RedHat, Microsoft Office, Active Directory, Server 2003 and 2008 R2, and AWS
- In-depth knowledge of various network topologies, routing, DNS, and industry standards
- Familiar with multiple forms of ticketing systems
- Customer service and help desk experience in English and Spanish

## CERTIFICATIONS

**MCP** – 5610020n

**A +** - COMP001007092372

**CCNA** - CSCO11145704

**CCNA Security** - CSCO11145704

**CCNP Switch and Route** – In progress: ROUTE Completed: SWITCH, TSHOOT

**F5 Certified BIG-IP Administrators** - F50000076104

**AWS Certified Solutions Architect** - AWS-ASA-26040

## EXPERIENCE

### SENIOR FIREWALL ENGINEER RACKSPACE

2012 - PRESENT

- Provisioned and designed new client networking infrastructure, including layer 2/3 topologies, firewall and load balancer configurations and Rackspace cloud solutions
- Contributed to new documentation and procedures for Rackspace cloud products, increasing initial network deployment success from 40% to 90%
- Supported Latin America customers with dedicated and cloud networking products
- Formed new reduction team to reduce maintenance/migration turnaround from 4 - 6 weeks to 2 weeks
- Organized maintenance procedures and tasks to complete upgrades or changes to network environments with the least amount of impact to production systems

- Configured load balancing solutions for layer 7 applications, including HTTP, FTP, SMTP, and WAN optimization
- Programmed F5 Irules and Brocade CSW's to manipulate HTTP headers and other layer 7 information i.e. cookie insertion, redirect and URL rewrites
- Implemented and maintained remote VPN technologies to include AnyConnect, IPSec, IKEv2, IKEv1
- Developed onboarding and technical documents for new and current network engineers
- Escalation point to junior network administrators and engineers
- Assess issues relating to switching, routing, HTTP, DNS, SSL certificates, VPN, DDOS Load balancing and IPS/IDS

## **NETWORK TECHNICIAN DEFENSE LANGUAGE ENGLISH LEARNING CENTER (DLIELC)**

2009 - 2012

- Engineered and maintained educational network with Cisco and 3Com devices
- Configured wireless system with segmented public and secured networks
- Integrated Cisco ASA firewalls into production network
- Coordinated projects for migration of multiple users and systems to new locations
- Configured Layer 3 environment with custom IP scheme
- Maintenance of DLIELC Data Center, including power consumption and environment systems
- Support and configuration of Solarwinds and Cisco Wireless Control System
- Helpdesk experience in military networks and systems

## **IT-TEMPORARY CONTRACTOR KELLY SERVICES/USAA**

2008 - 2009

- Exposed to multiple vendor specific equipment i.e. Cisco, HP, Compaq, IBM, F5, Sun, MacAfee, Dell
- Responsible for maintenance, removal, installation and upgrade of IT equipment in data centers
- Configured ports and VLAN's for connectivity to USAA's network
- Loaded Linux and Windows OS for server installations
- Installation of HP 7000 blade chassis with Integrated Lights Out
- Resolved copper and fiber connectivity issues.
- Coordinate with other IT support teams when dealing with outages and maintenance of production or test servers/equipment
- Update ticketing system with details of serviced equipment/servers

**EDUCATION****TEXAS A&M SAN ANTONIO, SAN ANTONIO, TEXAS**

BACHELORS OF ARTS AND APPLIED SCIENCE

Project Management, Management of Information systems, business communications

**NORTHWEST VISTA COLLEGE, SAN ANTONIO, TEXAS**

ASSOCIATES IN INFORMATION ASSURANCE

CCNA, Cisco, Microsoft Active Directory, Windows Server 2003, 2008, Accounting