Resume of Shawn Swineford

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Summary   Highly motivated IT professional with 15+ years of hands-on experience. Skilled communicator with team members, and customers. Ability to plan and implement solutions quickly to resolve customer incidents. Serve as a primary contact for issues that other team members may not be familiar with or know how to resolve. I am looking for a position where I can continue to learn about new technology and grow professionally.

- Proven self-starter and work on own initiative
- Plan, design, and implement solutions

Experience   **Sales Engineer**
NIC Partners, Rancho Cucamonga, CA
2018 – April 2021

Presales team member supporting the sales team in efforts to build Collaboration and network solutions for NICP clients.

- Assist customers and partners with hands on technical assistance for demonstrations, trials, and proof of concept projects
- Develop a close relationship with sales staff in the territory and work as a team to drive the business
- Meet with clients and participate in design and whiteboard sessions for VOIP collaboration as well as network solutions.
- Create a Bill of Materials and draft Scope of Work proposals for projects.
- Estimate labor for projects.
- Performed network assessments and documentation creating phased upgrade and project plans.
- Provide both strategic and day to day technical expertise and support for targeted and assigned accounts

Sr. Network Engineer
NIC Partners, Rancho Cucamonga, CA
2005 – 2018

Engineering team member supporting networks of multiple NICP clients in the SLED and Health Care sectors.

- Implement Webex Teams trials and rollouts.
- Implement Webex Calling trials and rollouts.
- Oversee network and equipment upgrades. Including IOS image upgrades and configuration changes as well as hardware refresh.

- Oversee VOIP equipment rollouts and upgrades. Including Cisco Call Manager, Cisco Unity, Cisco IM&P (IM and Presence)and CER (Cisco Emergency Responder).
- Oversee Collaboration endpoint installs and upgrades. Including Cisco Jabber on iPhones and Desktop as well as Cisco video Endpoints.
- Document dial plans and changes to VOIP systems.
- Provided tier 3 VOIP support on NICP clients.
- Provided tier 2 Network support for NICP clients.
- Developed policies and procedural standards documentation for NICP Support Services
- Ensure network documentation , including maintaining client network diagrams and backups.
- Mentor associate engineers in projects and daily duties

DCM Intermediate – Enterprise Distributed Services (EDS)
Kaiser Permanente, Riverside, CA
2003-2005

- Responsible for the maintenance and installation of Windows desktops and servers.
- Lead the complex installation of hardware for the new Health Care Connect System.   This included desktop, printer server, and related equipment.
- Audited PC hardware to verify that only authorized equipment was installed.
- Implemented the migration of all desktops machines from Windows NT to Windows 2000.
- Utilized Active Directory in support of over 3500 users and 2000 computers across 20 facilities, including user and group creation and software management.

Staff Research Associate
CE-CERT / UCR, Riverside, CA
1996-2003

- Responsible for maintenance of PC Hardware and Software on desktops and several Windows 2000 servers.
- Monitored support systems and several applications including Access Database and GPS software.
- Assisted technical writing staff in translating reports in to HTML and PDF formats for publishing on the World Wide Web

Education   **1992-1998: B.S. in Business Administration**
[California Polytechnic State University, Pomona, CA]

- CCVP Certified - Expired 2018
- CCNA Certified - Expired 2018
- MCP Certified

References

- **Trung Nguyen**, Senior Network Engineer – Hoag Hospital
  909-493-4994 Trung.Nguyen@hoag.org
- **William Curley**, IT Systems Manager -- ESRI
  909-793-2853 x4949 – wcurley@esri.com
- **Bob Langley**, Solutions Architect - Particular Software
  951-206-5544 bob.langley.iii@gmail.com
- **David Hunter**, Senior Network Engineer - Kings Hawaiian
  909-576-4642 david.hunter@kingshawaiian.com