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Stephen R. Pollard

Junior Network Engineer | CCNA Certified

Professional Summary

CCNA-certified Junior Network Engineer with hands-on experience in network design, implementation, and troubleshooting for branch office and enterprise IT environments. Proficient in Cisco Meraki, Cisco IOS, OSPF, EIGRP, VLANs, TCP/IP, and network automation. Skilled in supporting large-scale network transformations, minimizing downtime during cutovers and data center migrations. Strong in network performance optimization, automation, and network security. Collaborative problem-solver focused on improving reliability and scalability.

Professional Experience

Exelon (Contractor: Brooksource)

Network Engineering Contractor   **November 2023 – Present**

- Led and assisted in network transformations and cutovers for branch office sites and data center migrations, ensuring minimal downtime and successful transitions.
- Designed and developed networking standards for Cisco-based networks, ensuring scalability, security, and best practices across multiple projects.
- Implemented and upgraded network infrastructure (routers, switches) to enhance network performance and ensure redundancy.
- Developed Python automation scripts to streamline asset management, monitoring, and reporting processes, improving operational efficiency.
- Collaborated in the adoption of Ansible to automate site creation processes, enabling faster and more reliable deployments while reducing the risk of configuration errors

Heartland Community College   **June 2023 - November 2023**

IT Technician II

- Managed 1,460 endpoint devices in a KACE environment, ensuring compliance with university policies and optimizing performance for Microsoft-based systems.
- Developed and automated PowerShell scripts for device management, reducing the need for manual intervention and improving efficiency in routine IT tasks.
- Provided advanced technical support for networking issues, including LAN/WAN connectivity, VPN configurations, and troubleshooting device-level issues.

Illinois State University   **December 2021 - May 2023**

Endpoint Systems Support Specialist

- Managed the lifecycle of 3,800+ devices, ensuring security, performance, and compliance with university standards.
- Developed PowerShell scripts for SCCM integration, improving device management and inventory tracking.

Illinois State University   Normal IL

Bachelor of Science in Cybersecurity   Spring 2023

CCNA 200-301   October 2024