

Mark Allen C. Derecho

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Summary

IT professional with over 12 years of IT experience involving design, implementation and support of network infrastructure. Ability to lead technical teams and drive projects through completion. Hands on experience in configuring various routers, switches, firewalls, and load balancers. Uses diverse technical background to solve complex problems quickly.

Experience

2013-Present Hospira

Lake Forest, IL

Network Operations Lead

- Ensures effective and efficient operation of network systems, architecture and topology through deployment and oversight of network operations specialists, that all network operating systems are adequate, functional, and conform to operation security policies and procedures.
- Assists with the development and application of business processes to ensure appropriate service levels.
- Participates in strategic network planning, steady state operations planning, and development of contingency operation plans.
- Plans and supports injection of new technologies and implementation of technology refresh. Estimates project costs and prepares project plans.
- Confers with and advises administrators, user representatives, and technical personnel regarding development and design of integrated network solutions.
- Schedules routine system maintenance, conduct quarterly capacity trend analysis of all networking devices.
- Prepares status reports. Schedules routine system maintenance.
- Oversees application of proactive measures, and manages reaction to network outages.

2011-2013 Xerox/McDonalds Restaurants Account

Oakbrook, IL

Senior Network Engineer

- Designed, coordinated and implemented physical and logical network infrastructure including LAN, WAN, firewalls, routing protocols, etc.
- Networking lead on colocation data center builds outs.
- Made decisions on networking equipment purchases.
- Configured and deployed routers and switches of different models.
- Provided operational support for all networking devices across the infrastructure including switches, routers, VPN, load balancers, WAN Optimizers, etc.
- Implementation and administration of different firewalls such as ASA, Checkpoint, and PIX.
- Conduct quarterly capacity trend analysis of all networking devices.
- Coordinate and reviewed logs from all networking devices for abnormalities and problems.
- Coordinate and conduct routine maintenance on all networking devices.
- Trained junior members of the team.

2009-2011 Redbox/Coinstar

Oakbrook, IL

Network Engineer

- Heavily involved in data center build out consisting of Cisco 6509 VSS, 3750, 3800 series routers and switches.
- Provided processes and procedures to help the service desk troubleshoot network issues.
- Configured and implemented new TACACS solution.
- Setup monitoring tools such as solarwinds on the new environment.
- Implemented wireless solution using Cisco 5500 series controller and access points.
- Implemented VPN solutions.
- Turned up remote offices in Chicago.
- Acted as tier 3 support for the NOC.
- Provided network documentation.
- Identify and drive cost saving opportunities.

2007-2009

Harris Bank

Chicago, IL

Senior Network Analyst

- Performed DR testing.
- Provided support for the trade floor environment.
- Implemented Cisco IOS upgrades and gathered performance data on different wan devices.
- Implemented firewall rule changes on PIX firewalls using CSM on a regular basis.
- Configured and maintained various network devices such as ACS servers, Cisco routers and switches.
- Performed sniffer captures to help troubleshoot network issues.
- Provided a daily summary of critically reported incidents at every end of shift which includes recommended improvements, prevention of repeated occurrences, network changes, and escalation.
- Performed analysis of reported incidents establishing correct severity and contacted appropriate personnel, vendors and providers.
- Interfaced with project management and network implementation team in support of decommissioning old network devices and the migration of nodes from the old infrastructure to the new.

2002-2007

Lucent Technologies

Lisle, IL

Tier 3 Network Analyst

- Configured and maintained various network devices such as routers and switches.
- Served as a liaison between internal systems, internal and external network support teams, account services, and all customers.
- Monitored routers, switches, and firewalls in Lucent's network using tools such as Spectrum and HP Open View.
- Remote troubleshooting of Cisco 2600, 3600, and 7000 series routers, Foundry Bigiron 8000 and Fastiron III switches, LWF Brick series 100, 200, 300, 500 firewalls in Lucent's network.
- Performed analysis of reported incidents and contacted appropriate personnel, vendors, and providers.
- Analyzed reports of slow performance and high utilization using Vital Suit.
- Addressed customer perceived network fault/failures/outages.
- Administered Network Security Service for the authentication and authorization of remote access users.
- Provided real time notification and status of outages that affect the Lucent network.
- Worked with users to resolve issues with the VPN Ipsec software.
- Use of Remedy ticketing system to track and document proactive and reactive network problems.
- Supervised and trained the tier 2 team on processes and procedures.

2000–2002

Lucent Technologies

Downers Grove, IL

Engineering Spec Writer

- Wrote engineering specs on installing cable/framework for 5ESS switches and cell sites.
- Addressed queries from installation regarding use and delivery of equipment.
- Use of AutoCAD to create and modify engineering job drawings.
- Worked with various departments to coordinate delivery and completion of specs.

Education

Masters in Business Administration/Technology Management

University of Phoenix Warrenville Campus, IL

Bachelor of Science in Computer Information Systems

Devry University Chicago Campus, IL

Certifications

CCNP (Cisco Certified Network Professional)

ITIL (Information Technology Infrastructure Library)

TIA CPT (Converged Technologies Professional)

Programming Languages & Software:

Stingray virtual load balancer, Remedy, Adobe, MS office, Net meeting, Connected, HP-Open view, Network General Infinistream, Spectrum, OminiPeek, Avaya DSA, Cisco Works, Foundry IronView, Vital QIP, Vital Suite, Radius, Network General, TACACS, Cisco Security Manager, Netscreen Security Manager.

Services and Protocols

VPC, QOS, Ethernet, VLAN, Spanning-Tree, HDLC, PPP, T1/E1, T3/E3, Frame Relay, ATM, ISDN Dialup, VPN, TCP/IP, DHCP, RIP, IGRP, BGP, EIGRP, VRRP, STP, OSPF, VTP, HSRP.

Network Hardware

Nexus 7k, 5k, 2k, Checkpoint NGX65, ACE Load Balancer, F5 Load Balancer, Cisco 2600, 2800, 3600, 3700, 6509, ASR1002 Series, Nortel 5520 and 8600, Foundry Bigiron 8000, Fastiron III switches, Catalyst 4000 series, LVS Brick Firewalls, Riverbed Steelhead, PIX 525 and 535, ASA 5520, 5585, 5540, Netscreen 5GT, Bluecoat Proxy.

References

Available upon request.