
Summary

Responsive and adaptive Network and Systems Engineer, utilizing extensive experience in analyzing and improving workflow processes in a dynamic enterprise network. A career history of providing simple solutions to complex problems.

- ✓ Works in change adverse environments, on very limited budgets, to maximize the value of the client's technology investment. Gains the trust and confidence of the technical and business communities by always delivering on promises.
- ✓ Provides a unique ability to view visually the project and understand it from a system-wide perspective, without losing sight of the details, based on a background in construction and mechanical processes.
- ✓ Applies the discipline, regimen, and tenacity gained from serving as an Air Force pilot to ensure excellence in operational efficiencies.

Professional Experience

Lead Engineer, Company (IT Solutions Provider)

2014 – Present

Serve in a leadership role in the implementation, integration, and maintenance of client environments across the technology stacks—cloud, virtualization, networking, systems, servers, telecom, and storage. Hypervigilant in implementing systems, processes, and procedures to reduce I.T. spend while continuing to deliver the necessary business capabilities. Conversant cross-functionally, ranging from executive management on down. Continually look for opportunities to provide value to the business community.

- ♦ Provided primary operations support and managed projects for the company's largest client, with a complex network due to the number of systems and remote locations.
- ♦ Managed a Microsoft private cloud environment with clustered servers and 10,000 VMs to meet corporate goals for improved disaster recovery, load balancing, availability, and data center management.
- ♦ Repurposed decommissioned servers to create a high-availability 5-node cluster to support project environments. While intended as a short-term solution, the cluster continued to provide benefits for 6 years after the hardware's end of life.
- ♦ Took an active approach to problem resolution and contributed to reducing tickets, resulting in an improved understanding of the business domain, as well as in identifying resources for particularly challenging issues.
- ♦ Installed numerous Windows virtual machines (VMs) as a proof of concept to support the business as it migrates away from physical servers.
- ♦ Configured and managed our datacenter components, including virtualization servers, virtual networking components, and storage resources, using Virtual Machine Manager (VMM). Without formal training, quickly came up to speed on new technologies and techniques.
- ♦ Created a shared knowledge environment to encourage learning and self-sufficiency by the client's staff. Gained the company's confidence and trust by delivering on promises. Educated staff on the potential of new technologies, configurations, and software, in order to provide direct business benefits.
- ♦ As part of a cost containment program, led team to develop and customize an open-source VoIP phone system. Practiced active listening and learning while interfacing with stakeholders to define and document requirements. Created consumer-friendly training material and conducted one-on-one training.
- ♦ Worked on a Remote Remediation Team to ensure 450+ sites met enterprise network standards prior to migration. Recognized for delivering an on-schedule project under difficult time restraints.
 - Documented discrepancies in Enterprise standards and verified Enterprise-Wide Access Control Lists met standards. Implemented EIGRP routing between LAN and WAN when appropriate.
 - Utilized ticketing/change management tools (ServiceDesk and ServiceNow) to manage change and work issues.
 - Part of a team effort to discover and then remediate sites containing subnets that were out of scope for an enterprise-wide addressing scheme.
 - Migrated users, servers, printers, and applications onto new IP addresses for 200+ sites.
 - Coordinated with other teams to update DHCP scopes, DNS, monitoring, domain, and firewall changes.

Network Engineer, Transportation Company

2010 – 2014

Supported over 500 local and remote users and computers in 17 locations. Selected to assume senior-level responsibilities based on a solid history of effective problem solving. As a natural educator, was always on the lookout for teachable moments; empowered business users with documented procedures (cheat sheets, instruction sheets with screen sheets, and booklets.)

- ◆ Served as the go-to person for truly perplexing problems and for removing obstacles to project completion. Trained engineers on LAN maintenance procedures and best practices for troubleshooting. Put in-depth knowledge of the network architecture to use through understanding of the:
 - Strengths and weaknesses of the network to protect against intrusion.
 - Databases and software, as well as the software used to identify and resolve performance issues.
 - People, jobs, and workflows for rapid response to business user issues. Infused them into an existing process and documented process in an easy-to-understand format (screen shots and instructions.)
- Provided secure and reliable systems by skillfully diagnosing and troubleshooting technical network problems across the enterprise, meeting demanding service requirements. Utilized network protocol analyzers to resolve application problems.
- ◆ Installed, configured, and maintained Cisco CSS and ACE load-balancing contexts.

Certifications

Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional (MCP), A+ Certified Technician

Attended Udemy courses in Cyber Security, Network Security, Linux Administration, Windows PowerShell, and AWS Infrastructures.