

INFOTECH

111 Wilson Boulevard, Arlington, VA 22201 (777) 777.7777 contact@infotechresume.com

NETWORK SOLUTIONS ENGINEER

Area of Focus: Network Security and Engineering | Solutions Engineering | IT Management

QUALIFICATIONS PROFILE

Technically competent and innovative professional, offering career-long expertise in network and system engineering, security, and administration; complemented with outstanding ability to utilize advanced technology tools and methodologies.

Highly experienced in developing and implementing technical networking and business solutions for diverse industries spanning finance, legal, healthcare, academia, and government entities. Expert at leading, motivating, and developing high-performing teams to ensure timely completion of assigned projects and in accordance with client specification. Keen at gathering and analyzing business requirements through proactive interaction with clients and other stakeholders. Collaborative and strategic relationship builder with solid expertise in establishing productive relationship with key stakeholders to guarantee timely coordination of time frames, efforts, and deliverables. Strategic and methodical in formulating and integrating resolutions to diverse network- and security-related issues and complexities.

PROFESSIONAL EXPERIENCE

INFOTECH RESUME | BURLINGAME, CA, USA

SENIOR NETWORK ENGINEER

2009–PRESENT

- Rendered exceptional support to sales, professional services, and 24/7 network operations center (NOC) personnel on custom-developed client solutions, which include:
 - Cisco ISR and ISR2 routers
 - Catalyst/Nexus switches (3X50, 6500) and ASA firewalls
 - Juniper JunOS and ScreenOS SRX/SSG firewalls and EX series switches
 - Palo Alto PAN-200s and 500s
 - SonicWALL NSA and E-Class
 - Fortinet FortiOS
 - Force10 300 and 500 series platforms
- Integrate tactical sales and marketing strategies based on multi-vendor market analyses between competing product features, pricing, and positioning.
- Create and test a wide spectrum of products, such as routers, switches, firewalls, intrusion detection systems, and application behavior (sandbox) technologies.
- Conduct network performance elements analysis through Network Monitoring and Management (NMM) platforms, which included PacketTrap, ScienceLogic, HP OpenView, and AccelOps SIEM.
- Exemplify expertise in transforming forensic, monitoring, and performance data into comprehensive reports and presentations to serve as reference for sales and troubleshooting functions.
- Manage project deadlines and ongoing high-demand customer expectations through expert time management and prioritization
- Identify technical needs and requirements through analysis of customer's current infrastructure and operations.

Career Highlight:

- Developed high-availability solutions through vendor interoperability of Juniper, Cisco, SonicWall, Fortinet, and Palo Alto Networks platforms, including utilization of Border Gateway Protocol (BGP), Open Shortest Path First (OSPF), Enhanced Interior Gateway Routing Protocol (EIGRP), Internet Protocol Security (IPsec), Multiprotocol Label Switching (MPLS), and SOHO transports for reliable disaster recovery and Quality of Service (QoS).

INFOTECH RESUME | DUBLIN, CA, USA

SENIOR TECHNICAL SERVICES ENGINEER III

2004–2007

- Leveraged technical expertise in design, development, integration, and support of more than 10,000 devices for multi-vendor wide-area network (WAN), Voice-over-Internet Protocol (VoIP), and security offerings with focus on security and availability administration.
- Made use of SIP, H323, and Media Gateway Control Protocol (MGCP) gateways in troubleshooting Cisco CME/Unity VoIP products.
- Effectively functioned as escalation point for advanced network and vendor quality assurance issues, including evaluation of customer network issues and implementation of self-developed plan toward incident resolution.
- Performed customer site visits for post-sales design and planning.
- Guaranteed the achievement of 100% customer satisfaction through proactive coordination of sales, account, and support efforts.
- Partnered with project managers in administering customer expectations and organizing integration schedule.
- Promptly resolved network failures in customer site to ensure timely restoration of network operations.
- Provided guidance and facilitated ongoing training to 40 tier I and II individuals.

INFOTECH RESUME | DUBLIN, CA, USA

INFORMATION OPERATIONS SYSTEMS TECHNICIAN/INFORMATION SYSTEM SECURITY ADMINISTRATOR

2004–2005

- Managed various communications systems and networks, including satellite systems, network servers, patch panels, modems, router, multiplexers, and cryptographic devices, which involved:
 - Operation and monitoring of secure communications systems and networks
 - Network vulnerability assessments and incident response or reconstruction analysis
 - Analysis and configuration of computer telecommunications and networking systems
- Created a Cisco Certified Network Associate (CCNA) laboratory for forward deployed assets during Active Duty Training through the utilization of Cisco routers and switches, including laboratory scenarios and solutions.

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Career Highlights:

- Devised and implemented a 4-day networking course material for 24 other cryptologic personnel with focus on OSI and TCP/IP models and its practical applications, as well as open source network administration tools.
- Achieved a Navy Accommodation Medal from Naval Security Group Activity (NavSecGruAct) (Reserve) Admiral by demonstrating strong commitment in training and guiding fellow personnel.

INFOTECH RESUME | DUBLIN, CA, USA

SECURITY IMPLEMENTATION ENGINEER II

2002–2004

- Exemplified solid technical skills in carrying out independent design validation, platform deployment, and management of security solutions for more than 100 DataComm managed security client contracts, which involved execution of technical functions, such as:
 - *Network architecture design*
 - *Device implementation*
 - *Corporate security policy development*
 - *Authorized penetration testing tools utilization*
 - *Documentation management*
 - *Project scheduling*
 - *Client service and relations*
- Piloted research, evaluation, selection, and business case development for various supported vendor products.
- Expertly utilized a wide spectrum of cutting edge tools in performing security-related tasks, which included:
 - *Netcat, Nmap, Cain/Abel, and Nessus: Firewall implementation validation*
 - *Radius, Cisco ACS (TACACS), and MS Active Directory: Advanced authentication methods design and implementation*
 - *Cisco PIX/ASA, Checkpoint 4.1-NG (IPSO), and Juniper NetScreen products: High-availability (HA) solutions implementation*
- Interfaced and collaborated with clients toward business requirement transformation into attainable project goals.
- Focused on providing maximum security posture through the implementation of layered security models for client networks, which involved multi-vendor distributed security architecture.
- Displayed solid knowledge of Cisco Catalyst switches, including deployment of virtual local area networks (VLANs), VLAN Trunk Protocol (VTP), Spanning Tree Protocol (STP), EtherChannel, and VLAN security techniques (ARP, MAC snooping/filtering).
- Executed the deployment of multi-platform ACLs, IDS/IDP, QoS, and virtual private network (VPN) solutions on CheckPoint, Cisco, NetScreen, and SonicWALL routers and firewalls.
- Generated client support documentation for Tier1 personnel to serve as first-call 24/7.

Career Highlights:

- Devised and implemented advanced security training for 35 Tier 1 personnel on supported VPN products, implementation practices, troubleshooting, and escalation practices.
- Accomplished role as second-level escalation and single point of contact for all client escalations with 24/7 availability.

EARLIER CAREER

INFOTECH RESUME | DUBLIN, CA, USA

NETWORK SECURITY ADMINISTRATOR

2000–2002

INFOTECH RESUME | NAPLES, ITALY

CRYPTOLOGIC NETWORK TECHNICIAN

1996–2000

EDUCATION

COURSEWORK IN PSYCHOLOGY, PUBLIC SPEAKING, ENGLISH, PHILOSOPHY, AND SHELL PROGRAMMING: 2011 | Diablo Valley College: Pleasant Hill, CA
COURSEWORK IN MASS COMMUNICATIONS: 2009 | Coastline Community College, Distance Learning
COURSEWORK IN COLLEGE ALGEBRA, GEOMETRY, CRITICAL THINKING, AND BIOLOGY: 2009 | Patten University, Oakland, CA

CERTIFICATIONS

Cisco Certified Network Associate (CCNA) Voice | Cisco Certified Networking Professional (CCNP) Security
Palo Alto Networks Certified Security Engineer (CNSE) | Juniper Networks Certified Associate (JNCIA)

PROFESSIONAL DEVELOPMENT

Palo Alto Networks Essentials 1 and 2 | Advanced Junos Security | Junos Enterprise Switching

ACTIVITIES

Cal-Shakes Theater Company – Donor | Amala Foundation – Donor | Inside Prison Project – Donor
Oxygen Tango Studio – Tango Classes (student) | Rockreation Rock Climbing – Indoor rock climbing gym (*hobby*)