

PROFILE

Experienced engineer with a broad range of skills and interests, ranging from enterprise and service provider network and security management to consumer PC hardware and software to security, networking, communications and internet applications. Strong problem-solving and analytical skills, exceptional customer management and troubleshooting abilities, and experience working in cross-functional roles where effective collaboration between end-users and internal staff is critical for problem resolution. Seeking a position that draws upon my collaboration and technical skills while providing an opportunity for working with new technologies and career growth.

PROFESSIONAL EXPERIENCE

Principal – Network Administration

Dec 2013 – Present

E*TRADE Financial Corporation, Alpharetta, Georgia

Maintain, support, and troubleshoot a large complex enterprise network environment supporting financial markets consisting of multiple data centers, corporate locations, branch sites, and call centers. Working in a 24X7 NOC environment, plan and implement configurations for varied networked systems. Utilize multiple technologies to provide a 99.9999% high availability network. Ensure network resiliency with focus on security and stability.

- Daily hands on experience multiple technologies and network and security devices including but not limited to Cisco firewall ASA's including 5540/5585/5500-x series. Next Gen Palo Alto firewalls. Cisco ACS and ISE servers. VPN concentrators. Cisco Nexus 5K/7K/9K, VPC, OTV, UCS, Cisco 3750,6509, ASR. Juniper MX80, EX4500. Cisco wireless controllers and APs. Experienced with network and security monitoring tools and packet capture analysis.
- Write and implement configurations for scheduled maintenances of network devices, Cisco and Palo Alto firewalls, Cisco/Juniper routers, and switches. Changes including setting up financial feeds, firewall access, port turn ups, version upgrades, and new deployments of infrastructure.
- Serve as point of escalation and help lead team of network administrators. Provide cross team support for Enterprise / Security / Storage / Systems / Telecom departments.

Network Engineer II – Central Division XOC

Sept 2012 – Dec 2013

Comcast, Chamblee, Georgia

Troubleshoot, maintain, and support a large complex network consisting of multiple CRAN's (converged regional area network) in a 24X7 NOC environment including full ownership of the core Cisco IOS and IOS-XR/Juniper routers and switches in addition to edge Arris, Cisco, Motorola CMTS's. Handle all high level technical support for all services provided by Comcast for the Central Division including Broadband Internet, Video on Demand, and Multicast. The Central Division area coverage starts from the Chicago, IL area south to the Miami, FL area and includes everything in between.

- Hands on experience daily with multiple network gear including but not limited to Cisco CRS, ASR9K, 7609, UBR10012, Juniper MX960, EX4200, and Arris C4.
- Write and implement configurations for scheduled maintenances of CMTS and Cisco / Juniper routers for capacity management, equipment moves, port turn ups, IOS upgrades, subscriber moves and CMTS provisioning.
- Serve as point of escalation and help lead a virtual team consisting of National NOC, Network services desk, Headend, and HFC personnel to troubleshoot, isolate, and resolve network issues with Video on Demand, High speed data, and Multicast.

Network Technician – Central Division XOC

July 2011 – Sept 2012

Comcast, Chamblee, Georgia

Provide surveillance and troubleshooting for the network from the hub to the backbone in a NOC 24x7 environment including full ownership of the CMTS and acting as a liaison to identify, correlate, communicate, and verify customer impact for nationally managed care team events and provide local troubleshooting.

- Serve as a subject matter expert and point of escalation for all network equipment including Cisco and Juniper core and edge routers and switches, and Arris, Cisco and Motorola cmts's.
- Support maintenance activities and provide remote assistance of hardware replacements.
- Monitor VOD run stats errors and existing linear channel performance via Ineoquest IQ.
- Act as an escalation point for all advanced services and as a first responder all network alarms reported by tools in the network including Spectrum, TTS, Quest, Rosa, and Volcano.

Technical Operations Representative - CAG/DOI Group

March 2007 – July 2011

Comcast, Norcross, Georgia

Deliver operational support to local market field technicians and other technical support groups, including day-of-installation assistance.

- Serve as a subject-matter expert and point of escalation for the field team; typically assigned to the most challenging implementations and accounts.
- Support business-class voice and internet customers as well as residential customers.
- Provision VOIP and commercial routers utilizing multiple systems and platforms, including Cisco Switches, Voice Mail Platforms, Local Number Portability applications, NPS, CSG, ETS, NPAC, Remedy and AUSPICE.

Prior Experience

- **Premiere Service Professional – IP Technology Group** – Comcast, Malden, Massachusetts.
- **Placement Counselor, Sales Associate** – Atlantis Partners, Boston, Massachusetts.
- **Dental Assistant** – South End Community Dental Clinic, Boston, Massachusetts
- **Co-Founder, Marketing Director** – ComTel Communications, Gainesville, Florida

EDUCATION

Bachelor of Science Degree

May 2001

University of Florida, Gainesville, Florida

CERTIFICATIONS

CISCO – CCNP Route/Switch, CCNA - CSC011775142

JUNIPER – JNCIA - JPR152378

PALO ALTO – ACE Certification

COMPTIA – NETWORK + , A + - COMP001006190342

SKILLS & TECHNOLOGIES

Cisco IOS/NEXUS, ASA Firewall, VPN Concentrators, Cisco Identity Services (ISE), ACS, Wireless, APs | Juniper Routers, Switches, SRX firewalls | Palo Alto NGFW | Akamai Prolexic DDOS | ForeScout CounterACT NAC | AWS VPC, Identity and Access Management (IAM), EC2, S3, Lambda | CyberArk Privileged Account Security | BGP, EIGRP, OSPF, STP, Fabricpath, OTV, DNS, DHCP, Active Directory, LDAP | Linux, MAC OS X, Windows

ACTIVITIES & AWARDS

2017 LEAP Award - Leadership, Execution, Achievement, and Performance, ETRADE 2017

2016 LEAP Award, Infrastructure Technology, ETRADE 2016

In The Spotlight Award, ETRADE - Sept 2014, Jan 2015, Nov 2015, Dec 2015, Jan 2016

PACE, People Achieving Comcast Excellence, 2009

Champions of Excellence, Comcast 2008

Think Customer First, Legends Nominee, 2006