

Education

Northeastern University – Boston, MA

BS in Computer Science, Spring 2008

Courses: Network Security, Network Fundamentals, Computer Architecture, Database Design, Operating Systems

Computer Skills

Certifications:

- Cisco Certified Design Associate (CCDA), September 2007
- Cisco Certified Network Professional (CCNP), December 2006
- Cisco Certified Network Associate (CCNA), December 2005

Systems:

- Windows (2000 / XP / 2003 Server), Mac OS X, Linux
- Cisco Hardware – 2800/3600/7200/7500/12000 series routers, 2900/3500/6500/7600 series switches

Technologies:

- Cisco IOS, CatOS, OSPF, EIGRP, NAT, QoS, ACLs, (R)STP, Multicast Routing, Frame Relay, BGP, HSRP

Honors and Distinctions

TAC Peer Recognition Award, Cisco Systems, August 2007

Cisco Achievement Program (CAP) Award, Cisco Systems, December 2006

Dean's List, Northeastern University College of Computer Science, Spring 2005

Experience

Cisco Systems

San Jose, CA / Research Triangle Park, NC

Technical Assistance Center (TAC) Customer Support Engineer – Routing Protocols July 2007 – December 2007

- Last line of customer support for routing protocol issues on Cisco routers and switches
- Configuration, troubleshooting and advising on OSPF, BGP, EIGRP, NAT, QoS and Cisco router hardware
- Performed live troubleshooting in network outage and high priority customer issues
- Daily one-on-one interaction with customers from small offices to large ISPs

Customer Advocacy Lab Operations (CALO) Co-Op

July 2006 – December 2006

- Acted as escalation and mentor for 12-15 co-ops for lab hardware issues
- Organized and led classes on CCNA topics including ACLs, subnetting, routing protocols and spanning tree
- Responsible for troubleshooting all lab issues related to OSI layers 1-3
- Installed all supported Cisco router and switch platforms including linecards and network modules
- Configured and installed ISDN BRI/PRI (T1) and Frame Relay links

Sasaki Associates

Watertown, MA

Information Systems Co-Op

July 2005 – December 2005

- Administration and support of 250+ users in Windows 2000/XP environment
- Research and test deployment of Windows Services Update Server solution

Crescent Systems/PayDQ

Council Bluffs, IA

Systems Administrator / Web Developer

October 2001 – May 2005

- Lead JSP front end developer for internet bill payment application to support CableONE's 700,000+ customers
- Systems and network administration of mixed Windows / Linux environment with 20-30 hosts and 10-15 servers

Northeastern University

Boston, MA

Capture the Flag - Networking Security and Reconnaissance Competition

September 2003

- Team leader responsible for security management and direction of team in network offense
- Administration and security management of Windows 2003 Server in a hostile network environment
- Network reconnaissance and local server security auditing

References available upon request