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## Experience

### **IPSoft, Inc.**

Senior Network Engineer

New York City, NY

June 2008 - Present

Customer consulting regarding network design, improvement and operations for multiple clients  
Led network design and migration project leading to 200% increase in customer contract revenue  
Daily monitoring, maintenance and change management for client networks  
Tier 3 escalation for management of Cisco Systems global WAN environment  
Automation of network processes with in-house scripting tools

### **Cisco Systems**

San Jose, CA / Research Triangle Park, NC

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

July 2007 – December 2007

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  
Live troubleshooting in network outage and high priority customer issues  
Collaboration with other TAC teams and IOS Development Engineers to diagnose and troubleshoot IOS defects

Customer Advocacy Lab Operations (CALO) Co-Op

July 2006 – December 2006

Escalation and mentor for 12-15 network interns for lab hardware issues  
Organization and teaching of classes on CCNA topics including subnetting, routing protocols and spanning tree  
Troubleshooting all lab issues related to OSI layers 1-3  
Installation of all supported Cisco router and switch platforms including linecards and network modules

### **Sasaki Associates**

Information Systems Co-Op

Watertown, MA

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**

Systems Administrator / Web Developer

Council Bluffs, IA

October 2001 – May 2005

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

## Network Skills

### **Certifications:**

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

### **Hardware:**

Cisco 1800/2800/3800, 7200, 7500, 7600, 12000 series routers,  
2960, 3560, 3650, 3750, 4500, 6500 series Catalyst switches, Cisco ASA Firewalls

### **Technologies:**

Cisco IOS, OSPF, EIGRP, (R)STP, BGP, HSRP, NAT, ACLs, T1/E1, Multicast Routing (PIM), QoS

## Education

Northeastern University – Boston, MA

BS in Computer Science, Spring 2008

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

## Honors and Distinctions

TAC Peer Recognition Award, Cisco Systems, August 2007

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

**References available upon request**