# Qualification Profile

Certified Technical Analyst with outstanding technical and analytical skills. Extensive hands-on networking and internetworking qualifications and experience. Thorough knowledge of OSI model. Consistently successful in designing and building local and wide area networks. Energetic and creative with a special talent for troubleshooting and resolving complex technical problems. Exceptional interpersonal communication, analytical and organizational skills.

# Technical Summary

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| *Server Hardware/Operating Systems:* | HP 9000/800 Servers/Workstations; Dell PowerEdge Servers; Compaq Proliant Servers; EMC Clariion storage systems; HP-UX; SCO Unix; Sun Solaris; Windows NT Server/Workstation 4.0; Novell Netware |
| *LAN/WAN Protocols:* | TCP/IP, RIP&RIPv2, VRP, VRRP, VLAN tagging, SNMP, SMTP, RADIUS, DNS, IPX/SPX, FDDI, Ethernet, Token Ring, Bridging, Spanning Tree, Frame Relay, FT1, T1, T3, ISDN, Dial-Up |
| *Networking Hardware/Software:* | Bay/Nortel Networks family of routers (BCN, BLN, ASN, AN, ARN), concentrators/hubs (3000, 5000, BayStack series), Layer 2 and 3 switches (BayStack series, Acclear series), and remote access concentrators (Versalar 5399 and 8000); Adtran CSU/DSUs and TSUs; Visual Networks CSU/DSUs; Visual Networks Frame Relay Management Server; Cisco 2500 and 2600 series routers; Cisco IOS 10.x, Bay Networks Optivity; HP OpenView Network Node Manager |

# Professional Experience

## Company, *1997 – present*

### Technical Analyst  – Server Management
Provide technical support and maintenance for Microsoft Exchange Clusters, NT servers, HP-UX and SCO Unix systems. Responsibilities include installation and configuration of server hardware and storage subsystems (Dell Power Vault 650F & 630F and Clariion Drive Arrays), management of hardware and OS using NetIQ and Dell IT Assistant software as well as end-user support.  Provide technical support for Microsoft Proxy server and Axxent Raptor Firewall.

### System Specialist  - Network Management
Maintained and supported 4000+ node data communications network for a major health care provider. Provided technical troubleshooting skills to identify and resolve network problems. Performed configuration of routers and concentrators. Performed project management that involved evaluating data requirements, designing network infrastructure, ordering of WAN circuits and completing purchase order of equipment. Utilized performance-monitoring tools to proactively identify possible network bottlenecks. Monitored LAN/WAN using Hewlett Packard's OpenView Network Node Manager. Worked closely with vendors in design, configuration and installation of WAN circuits.

*Project Highlights and Achievements:*
- Supported 40+node Frame Relay WAN, 4000+node Ethernet LAN, largest FDDI network in southeast US.
- Developed and implemented new enterprise wide remote access strategy using PRI/BRI ISDN and digital modem technology.
- Designed, configured and installed over 15 branch office networks.
- Developed FDDI testing strategy with vendor.
- Helped developed Frame Relay Service Level Agreement with vendor.
- Helped design and implement new Gigabit Ethernet and switched 100MB Ethernet network using Nortel Networks Accelar 1200 Layer 3 switches.
- Coordinated install of DS-3 45Mpbs Frame Relay network.

**Company,** *1996 to 1997*

**Network Engineer**
Assisted account executives with engineering requests and technical questions and issues; provided local & wide area network design and consulting; provided installation and configuration services for Bay Networks modular concentrators, pre-configured hubs, routers, switches, and network management software, Adtran TSUs & CSU/DSUs; provided Internet installation and configuration services using Motorola's BitSurfr Pro ISDN NT-1, Ascend Pipeline 50 and 75 ISDN IP routers; installed and maintained Livingston ISDN/Modem PortMaster; assisted in installation and configuration of computer telephony hardware/software; evaluated new networking and CTI products.

**Company,** *1994 to 1996*

Provided OS, database and network technical support for Autozone's 1100+ stores; communicated with store personnel concerning computer/network problems; analyzed and resolved any hardware, software, or network problems.

**Company,** *1993 to 1994*

Installed Apple Macintosh computers; installed educational and productivity software on teacher and student computers; installed and configured network labs; educated teachers on the use of the network, file server, and educational and productivity software.

# Education and Training

A.A.S. in Microcomputer Technology
State Technical Institute at Memphis

Nortel Networks Certified Support Specialist:
        Router Installation and Basic Configuration
        Router Configuration and Management

Currently pursuing Cisco Certified Network Associate certification

Solaris System Administration I ˙ HP OpenView Network Node Manager Fundamentals