



Kevin Jingjing Lu

I obtained my CCIE certification in 2023 and am passionate about pursuing a career in networking. Balancing work and enjoying family life is what drives me professionally and personally.

EXPERIENCE:

Lumen21 – Network Administrator

06/2023--Current

- Assisted clients in managing and maintaining enterprise software and applications, including Microsoft Azure and Intune policy management, Automation, SharePoint management etc.
- Provided comprehensive IT support to address a diverse range of issues encountered by clients in their day-to-day operations.
- Provided expert assistance to clients in maintaining and upgrading enterprise network devices, specializing in Cisco, Palo Alto, and SonicWall technologies.
- Identified and resolved network issues, such as connectivity problems and traffic utilization, using various network tools in a timely manner.

Zenlayer – Network Support Engineer

05/2022—03/2023

- Open tickets, diagnose, and resolve issues with company and clients' networks.
- Troubleshoot and resolve network congestion, routing changes, vendor issues.
- Configure, program, provision, top of rack switches and core L3 switches / routers and SDN services, including but not limited to cisco and Juniper devices.
- Responsibility for the integrity of network infrastructure.
- Create/maintain/improve network support documentation and processes.
- Plan, research and design robust network architectures for any IT projects.
- Ensure the infrastructure is properly monitored within set thresholds and that alerts regarding network outages are addressed in a timely manner.
- Provide timely issue resolution by evaluating, tracking, escalating, managing all requests/problems reported.

LaneCert Education Group LLC - Network Technician Trainer

04/2020—03/2022

- Introduce and demonstrate basic applications of networking to students.
- Training students the practice method and theory of each network experiment;
- Help students solve problems encountered in network experiments;
- Provides technical expertise and hands-on support for all aspects of LAN, WAN, security, VPN and telephony infrastructure across the enterprise.
- Network planning, design, implementation, administration, monitoring, break-fix, and upgrades for students.
- Provides timely response and expertise to problem-solving or on-call activities.
- Performs other duties as assigned.

DEMIDCHIK LAW FIRM, PLLC – IT Technician & Assistant Manager

04/2017 –08/2019

- Set up and maintenance the company networks for 5 locations.
- Troubleshooting company hardware such as computer, Mac, iPhone, printer, VoIP phones, monitoring company security system.
- Manage company software, including Microsoft office 365 account (outlook, SharePoint), 8x8 account, QuickBooks, Heartland payroll, TSheets account, MyCase account.
- Evaluate, plan, implement and integrate new systems and current system upgrades.



EDUCATION:

- Cisco network study at LaneCert Education
- Associate's Degree from Long Island Business Institutes

Software & Other Skills:

VMware, MS office 365, SmokePing, Grafana, Salesforce, 8X8 VoIP Phone, QuickBooks, Sage 90.

- Experience in configuring Cisco, Juniper, Arista devices.
 - OSI, IP/TCP routing protocols, such as EIGRP, OSPF, BGP, MPLS, VPNs, IPSEC, route-map, ACL, Spanning-tree, VLAN, EtherChannel, redundancy protocols like FHRP, HSRP, VRRP, GLBP.
 - Set up and troubleshoot different types of servers.
 - Knowledge of different operating systems.
 - Experience with cloud platforms.
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