
Professional Experience

Large MSP Aug. 2019 – Aug. 2025 Network Engineer

- Configure, and manage on-prem Cisco networking, including Catalyst 9300, Cisco ISR 4000 routers, and Nexus 9000 series in the data center.
- Implement and maintain secure network architectures using Cisco Firepower Threat Defense (FTD 3100/4100) and Firepower Management Center (FMC), along with cloud hosted Palo Alto firewalls.
- Optimize traffic flows across routing/switching, VLANs, and QoS to ensure performance and reliability.
- Serve as a point of escalation for complex network issues; provide expert-level troubleshooting and root-cause analysis.
- Performed network MACD (Moves, Adds, Changes, Deletions) processes to support business and infrastructure changes.
- Deploy, and manage Azure networking (VNETs, ExpressRoute, Load Balancers) for secure, scalable connectivity.
- Build Infrastructure as Code (IaC) with Terraform to provision/manage Azure network resources consistently.
- Automate routine network operations with Ansible and Python such as configuration management.
- Deploy, configure, and administer **Cisco Meraki MX85** security appliances; implement security baselines including AutoVPN/SD-WAN, Layer-3/Layer-7 firewall rules, IDS/IPS, content filtering, and client VPN.
- Implement **Meraki MS120-48** access switching with VLAN design/trunking (802.1Q), STP, DHCP snooping, port security, LACP, and QoS for voice/video.
- Configure **Meraki MR46/MR56 (Wi-Fi 6)** APs with RF profiles, channel/power planning, 802.1X (RADIUS), WPA2/WPA3-Enterprise, guest SSID segmentation, and traffic shaping.
- Operate the **Meraki Dashboard** for zero-touch provisioning, configuration templates, staged firmware upgrades, health monitoring, and change/audit logs.
- Troubleshoot LAN/WAN/Wi-Fi connectivity on Meraki gear using dashboard packet capture, event logs, RF/spectrum analysis, and cable tests; resolve DHCP/DNS, 802.1X auth, roaming, and ISP edge issues.
- Integrate network deployments into CI/CD using GIT with DevOps teams.
- Support network integration with third-party services, including Amazon Connect.
- Manage and troubleshoot SIP and voice protocols to ensure reliable VoIP services; support Amazon Connect call-center traffic.
- Administer Cisco Duo MFA/SSO (SASE), including adding new applications (SAML/OIDC), managing user enrollment and groups, and maintaining access policies; monitor authentication logs and resolve user access issues.
- Maintain and operate the Cisco Umbrella platform (SASE), including policy management, identity and roaming client administration, category/allow-block list updates, and investigation of security events.

- Support and administer Cisco AnyConnect (Cisco Secure Client), (SASE) remote-access VPN on FTD, including profile creation and maintenance, certificate/posture settings, split tunneling, user onboarding, and day-to-day remote-user support.
- Monitor voice performance and proactively resolve issues affecting call quality.
- Perform network monitoring, security audits, and capacity planning aligned with best practices.
- Create and maintain comprehensive documentation for network infrastructure and operational procedures.

Small MSP Sep. 2016 – Aug. 2019 Senior Network Engineer

- Responsible for Fortigate Firewall Administration.
- Configured and Optimized Fortigate Firewalls for IDS & IPS (Intrusion Detection & Prevention), Web filtering, and DLP (Data Loss Prevention) services.
- Audited Network for Security Compliance.
- Analyzed Firewall logs for Network Intrusions.
- Created Network Security Design Documentation, along with policies and procedures.
- Designed and scaled Company's cloud network for future development.
- Maintained other network devices such as Vyatta Firewalls; Metaswitch Session Border Controller, and various Linux servers.
- Ability to use network security and analysis tools such as Wireshark, NMAP, NetCat, OpenVAS, OWASP/ZAP, Burp Suite, and Metasploit.
- Deployed and maintained ELK Stack Log management system.
- Deployed virtual Servers via VMWare.
- Knowledge of various versions of Linux: Redhat, Ubuntu, and Kali.
- Trained others in the use of the Fortigate Firewall and other Network Equipment.

Telecommunication Company Sep. 13 – Sep. 2016 Voice Systems Engineer /QA Engineer

- Performed Quality Assurance testing of Cox Voice Service and Products.
- Developed and validated test plans for BroadWorks voice services and products.
- Executed various types of testing such as Feature, System, Stress, and Regression.
- Specific tasks include testing IP Centrex and T-1 level services, IP/PBX, Hosted IP/PBX, SIP Trunking and standard PBX integration against BroadSoft carrier IP Switch.
- Administered BroadWorks platform Servers (AS, NS, XSP, and UMS).
- Maintained VOIP network devices in Cox's Voice lab such as Arris MTA's, Cisco UC500, Cisco UCM, Cox IP Centrex, and Asterisk IPBX. Tested these devices against the BroadWorks platform.
- Administered data network services for QA testing and used the data service to interconnect the voice elements within the lab using Cisco routers and switches, Linux servers, OpenStack Nodes, ACME Session Border controllers and Edgemark E-SBC's. Configured Access Control Lists, Virtual Routing and Forwarding, NAT, DHCP, firewall settings, static routes, and policy-based routing, port forwarding, VLAN interfaces.
- Working knowledge of telephony endpoints and deployments, including IP PBX (Cisco UCM and Avaya IPO), Traditional PBX, IP Phones (Cisco and Polycom), ATA/MTAs, SIP to FXS gateways, Call Routing, Dial Plans; IP Routing and networking.
- BroadWorks deep troubleshooting using XS, PS logs files.

- Solid understanding of VOIP and IP Networking.

Telecom Company – Atlanta, GA Apr. 07 – Sep. 2013 Service Activations Engineer

- Manage the installation and activation of Cbeyond's voice and data services with installation techs, ILEC resources and Customer vendors.
- Implement and configure voice services: PRI, CAS, SIP and Analog over Broad Works Application Server, Cisco BTS Soft Switches, Cisco Routers and ACME SBC.
- Experience provisioning SIP customers via Broadsoft Platform to PBX solutions such as Asterisk, Cisco UC 500, and Avaya IP Office.
- Troubleshoot voice services using q.931, q.921, MGCP, SIP debugs and Agilent and Empirix Network analyzers.
- Configure Cisco 2430 series IADs, and 2900 series ISRs, Cisco 1000 and ASR 1000 series routers and VPN Concentrators.
- Configure and troubleshoot customer data services; Access Control Lists, Virtual Routing and Forwarding, NAT, DHCP, IPSEC, VPN remote user and site to site tunnels, firewall settings, static routes, and policy-based routing, port forwarding, VLAN interfaces.
- Work with IP routing protocols BGP, OSPF, and RIP.
- Maintain and troubleshoot Layer 1 transport services DS1, DS3, Fiber and EFM (Metro-Ethernet) and Layer 2 PPP.

Education

Darton College - Albany, GA

Apr 96 - Nov 98

- Computer Science

U.S. Army Communications School - Augusta, GA Jul 93 - Oct 93 Signal Support
Systems Specialist: Distinguished Honor Graduate

Technical Expertise

- MS Word, Excel, PowerPoint, HP-Quality Center.
- Linux, OpenStack, VM Ware, Virtual Box Python.
- Wire Shark, NMAP, Empirix Hammer, ACME and Metaswitch SBC, Cisco IOS, Broadsoft CLI.
- Thorough understanding of Layer 1 transport, DS1/DS3, Metro Ethernet
- TCP/IP networking and IP addressing, IPV4
- OSPF, BGP, EIGRP, IGRP, IS-IS, RIP, PPP, MPLS, SIP, STP, MGCP, H.323, G.711 G.729

References Available upon Request