

# JOHN DOE

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## NETWORK ENGINEER

### IT | Project Management | Communication Systems

Results-driven Network Engineer with in-depth knowledge and experience in planning, strategizing, and implementing new IT solutions facilitating corporate growth. Ability to successfully manage projects, supervise and motivate people. Utilizes a hands-on approach to root-cause analysis and troubleshooting efforts to resolve product performance issues. Collaborates cross-functionally to set project goals and timelines. Delivers results by maximizing organizational effectiveness and sustainability via leadership and problem solving skills. **Bilingual** in English and Spanish.

### CORE SKILLS

Project Management	Supervisory Skills	Troubleshooting
Vendor/Contractor Management	Contract Negotiations	Innovative Technology
Systems Integration	Strategic Design	Cost Effectiveness
Problem Solving	Time Management	Oral & Written Skills

### SELECTED ACCOMPLISHMENTS

- **Launched Infrastructure:** Introduced, implemented, and managed the company's network from the ground up, progressively growing and expanding it to two other locations in Mexico.
- **Streamlined and Increased Productivity:** Supervises two PC specialists by providing direction, developing processes and increasing efficiency in order to promote company goals.
- **Manufacturing/Sales Support:** Successfully supports and encourages use of new technology, increasing sales and profitability, expanding network to over 30 virtual/physical servers, 200+ workstations, and 250+ mobile devices, accommodating company growth.
- **Data Center Move/Upgrade:** Successfully organized and led this project, facilitating the move to a new building including wiring, equipment and personnel.
- **Virtualization:** Supervised the virtualization of physical servers to the new VMware environment increasing network uptime to 99.8% by drastically reducing maintenance window.
- **Communication Systems:** Negotiated with vendors and led multiple communications projects to reduce cost and improve customer support including the installation of T1s and MPLS circuits, PBXs, ACD, and most recently migration to a cloud based VOIP phone system and call center, enabling customer relations agents to work from home as circumstances require.

### TECHNICAL SKILLS

Networking:	Active Directory, TCP/IP, VLANs, DNS, Wins, DHCP
Servers/Software:	Windows Server 2008/2016, Windows 7/10, Exchange 2010, IIS, IBM iSeries, Veeam Backup, Carbon Black Antivirus, Cisco Umbrella, Google Workspace
Virtualization/Storage & SANS:	VMware Horizon, IBM Storwize V7000, Synology NAS
Devices:	Cisco & HP Switches, Routers, Firewalls & VPN, Cisco Wireless APs and Controllers, Barracuda Archiver, Web/Spam Filters
Telecommunications:	VOIP, ACD, PBX, VoiceMaxx, Cisco CUCM, CJP, Intertel, Mitel, Avaya, Rolm

## PROFESSIONAL EXPERIENCE

**Carter Engineering, Anywhere, SD**  
**Network Engineer, 2010 – Present**  
**Network Administrator, 2006 – 2010**  
**Programmer, 2000 – 2006**

2000 – Present

Promoted twice during employment and continues to contribute to the company's bottom line with efficient technologies and communication systems. Leads IT projects from beginning to end with the ability to supervise and motivate others. Maintains a friendly, approachable style to collaborate and build relationships.

- Proactively troubleshoots and analyzes communication and server systems throughout the years to identify potential issues, determine solutions and enhance productivity and profitability.
- Successfully migrated an in-house MS Exchange email system to Google Workspace.
- Strategically selects and recommends network and communications systems to advance company goals and increase customer satisfaction.
- Oversees all network wiring and maintenance activities.
- Instrumental in the design, development, and execution of a new data center including fiber backbone installation and CAT6 wiring.
- Introduced and implemented a VOIP Cloud solution including the CJP Call Center platform providing employees with the opportunity of working from home during COVID-19.
- Facilitated the successful network integration of a SwissLog Robot-based picking and palletizing system for higher warehouse performance.
- Supervised the set up and upgrade of the wireless environment.
- Designed and configured upgrades for Active Directory and TCP/IP communications.
- Programmed in RPG to develop and implement a staging system for the distribution area.
- Created software to automatically process and print NAFTA forms.
- Performed ads, moves and changes to phone system and maintained company directory.

## EDUCATION AND CERTIFICATIONS

**Bachelor of Science, Electrical and Electronics Engineering**, NC State University, Raleigh, NC  
**Associate of Science, Pre-Engineering**, Caldwell Community College and Technical Institute, Hudson, NC

Microsoft Certified Solutions Expert (MCSE)