**Anand Maddila**

**Senior Network Engineer**

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**Professional Summary:**

* Network & Security Professional with 9+ years of experience in Designing and troubleshooting LAN, WAN, MPLS in Branch, Campus and Data Center environments and experience in Network Planning, Implementing, Configuring and Testing of networking systems on both Cisco and Juniper Networks.
* Strong hands-on experience in installing, configuring, and troubleshooting of Cisco ASR 1k, ASR 9k, 7600, 7200, 3800, 3900, 3600, 2800, 2600, 2500 series Routers and Nexus 9K,7k, 5k & 2k, Cisco Catalyst 6500, 4500, 3750, 2950 and Juniper QFX 3500, EX 4200/4500 series switches.
* Configuration and management of LAN switches with VLANs, Trunks, Spanning Tree Protocol, and Port Spanning etc.
* Experience in installing and troubleshooting WAN technologies like T1/T3, Ethernet, Metro Ethernet and Multipoint Fabric network.
* Network system engineer wif experience in Cisco Identity services engine (ISE) and DNAC (DNA Center).
* Enterprise Routing experience using protocols RIP v1 & 2, EIGRP, OSPF, BGP and MPLS VPNS.
* Expert in using in L2/L3 protocols like VLAN, VXLAN, VRR, STP, VTP, HSRP, Port Channel and ACLs to secure office network.
* Strong hands-on experience in VLAN, VXLAN, VRR, STP, VTP, HSRP, Port Channel and ACLs in order to prevent our office network secure.
* Expert level of knowledge in Distribute-Lists, Extended/Standard ACL, Firewalls, Terminal Server.
* Experience in working on ASA (5505/5510) Firewalls. Implemented security policies using ACL, Firewall, IPSEC, SSL, VPN, IPS/IDS, AAA (TACACS+ & RADIUS).
* Well experienced in configuring gateway redundancy protocols like HSRP, VRRP and GLBP.
* Experience in Configuring and implementing F5 BIG-IP, LTM, GTM load balancers to maintain global and local traffic.
* Hands on experience on installing, configuring and troubleshooting DNS, FTP, NFS, DHCP, VNC and Telnet Servers
* Wide understanding of voice telephony platforms from PBX, ACD to VOIP, contact center environment.
* Experience in   Physical cabling, IP addressing & sub-netting and also Worked on various network topologies and configurations, TCP/IP, UDP, Frame Relay, routers, and Switches.
* Experience in replace existing Cisco router/switches and install new one and optimize wireless

devices with   Extenders

* Experience in implementing site-to-site and remote access VPN Technologies using GRE, IPSEC & MPLS.
* Expert level of knowledge in OSI model, TCP/IP, Internet technologies.
* Excellent written and verbal skills, exceptional analytical, critical thinking and strong team work orientation. Always willing to learn new technologies.
* Self- starter, strong work ethic and skills in time management, client relationship and ability to adapt and learn new tools, techniques and approaches.
* Dedicated and experienced network security professional with expertise in designing, implementing, and managing Cisco Firepower firewalls and advanced network security systems in large-scale enterprise environments.
* Proven track record of successfully deploying and maintaining Cisco Firepower Threat Defense (FTD) and Firepower Management Center (FMC) platforms to protect critical infrastructure and sensitive data.
* Skilled in configuring and troubleshooting Cisco ASA, FTD, and FMC platforms, with a focus on ensuring optimal performance, security, and compliance with industry standards.

**Education:**

Masters of science in Computers Science (Sanjose, California) 2016 December

B tech, Mechanical engineering ,2013, JNTU university.

**Certifications:**

* Cisco Certified Network Associate (CCNA) ID: CSCO13051729.
* Cisco certified Network Professional (CCNP) R&S ID: CSCO13051729

**Technical Skills:**

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| --- | --- |
| **Networking** | OSI, TCP/IP, Cisco IOS, IOS-XR, LAN/WAN interconnection, Frame-Relay, ISDN, RIP, OSPF, EIGRP, IS-IS, BGP, MPLS, STP, RSTP, MST, VTP, NAT, ACLs, VPN, IP-Sec |
| **Hardware Routers** | Cisco (1800/2600/3600/3800/7200/7600 series), Cisco ASR 9Ks) |
| **Switches** | Cisco (2900/3500/3700/5500/6500 Series, Nexus 7k) |
| **Firewalls** | Cisco ASA (5510,5540), Checkpoint R65, R70, R75, R77 Gaia, Juniper SSG, SRX, Palo Alto |
| **Other Tools** | Tufin Secure Track, Fore scout Counteract, F5 Big IP (LTM/GTM/ASM), DNS, Bluecoat Proxy, Solar Wind, Wireshark, BMC Remedy, Citrix NetScaler, Cisco Prime, VMWare |
| **Operating Systems** | Win 95/98, NT, XP, VISTA, LINUX, UNIX |

**PROFESSIONAL EXPERIENCE:**

**Ascension Health Care, Wisconsin Jan 2022-present Senior Network Engineer**

**Responsibilities:**

* Hands-on experience of implementing & Troubleshoot of Infoblox solutions such as
* IPAM/DHCP/DNS/vDiscovery.
* Expertise in the analysis, implementation, troubleshooting & documentation of LAN/WAN
* and good experience on IP services.
* Excellent hands-on in Cisco & Aruba WLC/Access point
* Excellent hands-on experience on Cisco,Extreme devices (Routers, Switches L2/L3)
* Excellent hands-on experience on Wireless LAN technologies – Cisco and Aruba
* Hands on Experience on DHCP scope creation, DHCP option management
* Good experience in developing workflows and in customizing the applications in Servicenow
* Reviewing the CBS DNS migration plan into Infoblox. Working with CBS and Infoblox design engineers to deliver a streamlined and coherent migration solution.
* Updated details of nodes within Solarwinds to prepare for Future IPAM deployment.
* Evaluated the existing Wireless networks for upgrade and new installations of 2300 Cisco AP's
* Day-to-day monitoring network using such management tools as HP OpenView Node
* Manager, SolarWinds, SNMPs, and What's Up Gold. Supervise and mentor fellow Network
* Administrators and Help Desk Administrators to include Level III
* Involved in L2/L3 Switching Technology Administration including creating and managing
* VLANs, Port security, Trunking, STP, Inter-Vlan routing, LAN security
* Excellent communication and conversation skills (Verbal and Written)

**Old national Bank, Indiana July 2021 - dec 2021**

**Senior Network Engineer**

**Responsibilities:**

* Maintenance and Configuration of Network devices and VoIP devices across 174 branches

locations and Main buildings of Old National Bank (ONB)

* Experience performing moves, adds, changes, and deletes the configs by creating a change to the route plans in UCCM - Cisco Call Manager
* Creation and monitoring all systems alert via SOLARWINDS.
* Configuring PBX on confidential ASA and adding coverage paths and more features like EC500 as requested by the users.
* Configured and maintained Cisco routers and managed switches
* Moved servers, firewalls, switches, ready NAS etc. from unsecured datacentre to SSAE16 cert data centre.
* Certification, Testing, and verification of SDWAN solutions and services
* Migrated remote offices from Legacy PBX s TO Cisco Voip telephone system.
* Created design and implementation of Cisco DNAC managed networks utilizing industry best practices and cisco hardware, overseeing new and existing equipment as well as hardware and software upgrades.
* Create ACI migration plans (brownfield) create L2/L3 transitions. Map traffic flows for EPGs and BDs. Handle drivers for MLs and GBP open stack integrations.
* Experience with Check Point, Cisco ASA, or Palo Alto firewalls
* IPT migration from PBX to voip.
* Write Python programs for Cisco Firewall management console (FMC) to utilize the API in the FMC to migrate ASA rules and objects and checkpoint rules and objects to a FMC
* Maintain asset management in SolarWinds.
* NEC Open 5G solutions fulfil the key requirements for successful deployments, operations and ROI.
* Securing complete infrastructure – firewalls, routers, switches, remote access etc.
* Configure and install Cisco NGFW FMC and FTD firewalls at multiple customers.
* SDWAN technical assistance consultant with hands own on enterprise and ISP environment
* Continually upgraded Meraki security devices as all store locations and kept current firmware, verified Meraki was upgraded, both circuits were functioning through the Meraki and Wireless clients were using the Meraki appliances.
* Responsible for ordering, meeting the budget, and installing IP and PBX communication servers
* Securing complete infrastructure - firewalls, routers, remote access, etc.
* Evaluating new release of SDWAN solution on cloud platform for various products
* Troubleshooting switching and VoIP related tasks included, implementing and configuring of vlans, Bodu guards and spanning tree protocol
* Deployed a highly available cisco infrastructure based on Cisco DNAC, Cisco ISE, Switches, Routers, and Access points.
* Implemented quality of service (QoS), policy maps, ACI, class-maps and policy routing in the network infrastructure throughout all the different sites.
* Day-to-day monitoring network using such management tools as HP OpenView Node Manager, SolarWinds, SNMPs, and What's Up Gold. Supervise and mentor fellow Network Administrators and Help Desk Administrators to include Level III
* support for all technical issues and non-technical network issues.
* Deep technical trouble shooting on customer SDWAN edge connect device, firewall FortiGate and palo alto
* Expert in configuring Threat prevention which includes Anti-Virus, Anti-Spyware and Vulnerability and implementing File Blocking, Wildfire analysis and DoS protection on Palo Alto Firewalls.
* Firewall Troubleshooting and Support of multiple firewall and security vendor’s solutions, including Palo Alto and Cisco ASA Firewalls
* Managing the monitoring, maintenance, repair, service and MAC activities for PBX and voice processing systems thru out the US and Latin – America.
* Installation and Troubleshooting with Cisco jabber, Cisco phones and Webex sessions.
* Experience with Cisco Meraki wireless managed network infrastructure.
* Provide second/third level technical support for ACI (Application centric Infrastructure), APIC Technologies.
* Perform monitoring, resolution and reporting of all ONB branch network and voice infrastructure issues
* Strong knowledge on mitigation of DDoS attack’s, IPsec & SSL implementation on Cisco and Palo Alto firewalls.
* Involved in Unity routing rules, CUCM and CUC patch, Firmware and version upgrade tasks
* Successfully Deployed intent – based networking platform (DNAC ) one week ahead of project milestone for testing.
* Knowledge on working with wireless LAN controller’s, Cisco Meraki , Cisco AP’s, Standalone AP’s and Mesh AP’s.
* Excellent knowledge of standard networking design, operations and use concepts, practices, and procedures as per the protocols
* Understanding of Palo Alto and Cisco command lines and configurations for firewalls
* Design/Configure/ Monitor alerts in solarwinds and PRTG – hardware and software nodes.
* Involved in L2/L3 Switching Technology Administration including creating and managing

VLANs, Port security, Truncking, STP, Inter-Vlan routing, LAN security

* Configuring and Troubleshooting routing protocols such as, RIP, BGP, EIGRP, HSRP and

MPLS

* Experienced in upgrading Cisco ASA IOS upgrades and bug fixed software issues
* Determine and resolved all RF issues from client’s connectivity issues to wireless controller’s malfunctions on two different vendors products Cisco’s and Aruba platforms
* Primary experience with Palo Alto next generation firewall platform managed through Panorama and Juniper SRX firewall platform managed through JunOS Space
* Experienced in Engineering responsibility for Internet, WAN, VoIP, Telephony and Cisco technical infrastructure and operations in ONB environment.

**Environment:**  CUCM call manager, VoIP devices, troubleshooting cisco jabber,Palo Alto firewalls, voice infrastructure issues, version upgrade, L2/L3 switching technology, Port security, Trunking, STP, Inter- Vlan routing,RIP, BGP, EIGRP, HSRP and MPLS, LAN security, WAN, VoIP, Telephony and Cisco technical infrastructure

**Apple, Cupertino, CA March 2020 – July 2021**

**Network Admin**

**Responsibilities:**

* Configured Cisco Catalyst switch 2900, 3500 and 4500 series for Spanning-Tree, VTP and user local area connections.
* Implementation and operational support of routing/switching protocols in complex environments including BGP, OSPF, EIGRP, Spanning Tree etc.
* Prior enterprise experience with IT security devices F5 SSL VPN, Palo Alto, ASA, Next gen firewalls
* Experience with VPC Domain Configuration, VPC Peer Keep alive, VPC Peer Link, QOS and NetFlow in NXOS and also configured VPC, VDC, and VPC peer links with Cisco 7010 devices as leaf and Nexus 5020 devices as spine.
* Direct and detailed experience in integrating Palo Alto and StoneSoft NGFW firewalls into an enterprise network
* Migration of Active Directory from Windows 2000 Server to Windows Server 2003.
* Understand customer requirements for wireless networks and explain how Cisco Meraki will integrate with current Infrastructure , as well as service future needs.
* Implement security standards for DSHS in AWS to match current Data Centre Services standards.
* Worked with internal/external customers including partners by delivering the ACI Jumpstart program to help customers and speed up technology adoption.
* Experience in connecting ACI Fabric to traditional Networks by configuring L2/L3 outs and also experience in creating ACI Access Policies and configuring Interface policies, Interface Profiles, Interface Policy groups etc.
* Experience with the following network security hardware: ForcePoint Sidewinder, Cisco ASA/WSA/ESA, Palo Alto Networks
* Implemented and maintained network monitoring system using Solar winds Orion and PRTG.
* Responsible for design/implementation/maintenance of Site to Site VPNs, and remote access VPN's using Cisco solutions (ASA 5520 and 5540), including head-end and remote client-side connections.
* Involved in Switching Technology Administration including creating and managing VLANS, Port security, Trucking, STP, Inter Vlan routing, LAN security etc.
* Extensive knowledge in configuring and deploying Next Generation Firewalls including Palo Alto, Cisco ASA and Checkpoint Firewalls.
* Built new physical and virtual servers running Windows Server 2008 and Windows Server 2012 R2 Enterprise 64 bit.
* Worked extensively with multiple wireless hardware vendors including Cisco, Cisco Meraki.
* Expertise in DNS, DHCP and Active Directory services in Windows 2003/2008/ 2008 R2 & 2012/2012R2 servers.
* Experience in leading on proactive Windows server system maintenance plan making sure hardware drivers were up to date.
* Expert in troubleshooting IPsec and GRE Tunnels along with routing protocols like EIGRP and BGP
* Configuring, making policy’s, troubleshoot and upgraded ASA, Palo Alto, Confidential and Checkpoint Firewalls for clients.
* Implemented contracts, multi-tenants between endpoint groups using SDWAN in ACI.
* Implementation and operational support of routing/switching protocols in complex environments including BGP, OSPF, EIGRP, Spanning Tree etc.
* Plan, design, configure, implement, and support enterprise class IP based networks using variety of routing protocols including RIP, IGRP/EIGRP, HSRP and MPLS.
* Hands on experience in Completed service requests on IP readdressing, bandwidth upgrades, IOS/platform upgrades.
* In-depth understanding of TCP-IP concepts and packet capture review utilizing tools such as Wireshark to investigate suspicious events.
* Data Center Design Experience, installation and Configuration Network Devices in a Data Center Environment including patching the cables in the Patch Panel.
* Strong experience in troubleshooting problems on a day-to-day basis provide solutions that would fix the problems within their Network.
* Configured L2/L3 switches, VLAN, STP, Ethernet Switching, etc. Tested with industry standard networking protocols (TCP/IP, UDP, SNMP, Telnet, SSH, etc.). Setting up Networking Test topology etc.
* Working knowledge relating to an understanding of communication, networking, and internet technologies. This includes such technologies as FTP, SFTP, HTTPs, SSH, SSL, digital certificate.
* Worked with F5 Load balancing, IDS/IPS, Bluecoat proxy servers and Administrating.
* In corporate Cisco nexus 9000 NXOS to ACI fabric to work in concert with existing nexus7000s and ASRs for MPLs.
* Experience in Troubleshooting for Layer 2 LAN technologies but not limited to Ethernet (Switched, Fast E, GigE), Cables, Bridges, VTP, and Trunking (802.1q), port security, routing protocols and Aruba Wireless platform.

**Environment:**Cisco catalyst switches **(**2900, 3500 and 4500), cisco ASA firewalls (ASA

5520 and 5540), Routing protocols (EIGRP, RIP, BGP, OSPF), Nexus 5020, networking

protocols (TCP/IP, UDP, SNMP, Telnet, SSH, etc.) Switching Protocols (STP, VTP), Cisco

Access points

**MetLife, Cary, NC July 2019 – Feb 2020**

**Network Engineer**

**Responsibilities:**

* Proficient experience in working with (2600, 2900, 3600, 3900) series Cisco Routers and cisco Switches (2900, 3500, 3700) series and also Strong working experience on Cisco Firewalls, ACS, Cisco ASA 5540 Series.
* Extensive working knowledge of routing protocols including MPLS, BGP. Configured routers and switches including but not limited to IP Subnetting, VLAN, DHCP, DNS, NAT, BGP, EIGRP, OSPF, static routing.
* Working wif Network team creating rules and automation for firewalls and DMZ’s
* Knowledge of basic switching technologies on DMS, 5E, and Meta switch platforms
* Working wif Network team creating rules and automation for firewalls and DMZ’s
* Expert in WLAN concepts, computer networking, TCP/IP, Wireless LAN and Configuration of new network equipment’s like L2/L3 switches and routers, Cisco ASA firewalls, F5 Application Delivery Controller in the new Data Centers.
* Good knowledge of CISCO NEXUS data center infrastructure with 5000 and 7000 series switches (5548, 7010), including CISCO NEXUS Fabric Extender (2248).
* Involved in Switching Technology Administration including creating and managing VLANS, Port security, Trucking, STP, InterVlan routing, LANsecurity etc.
* Strong hands-on experience in upgrading Cisco ASA 5510/5520 firewall running IOS code 8.2 and 8.3 to 8.4 code then to 9.8 version.
* Implemented WAN network technologies like MPLS and Frame Relay, switching technologies like STP, switch and VLAN security on L2 and L3 layer switches.
* Implementing Group Policy, Managing and Monitoring Dynamic Host Configuration Protocol DHCP managing and monitoring Domain Name System DNS.
* Performed Network OS upgrades and failed hardware replacements including Cisco Nexus core switches, Catalyst switch stacks, Cisco Access Points and Palo Alto firewalls, maintaining compliance and business continuity.
* Installation of Patches on the servers running different applications and validating that the server is fully patched with all firmware and OS critical updates. Created users, manage user permissions, maintain User & File system quota on Linux servers.
* Experience with NAT configuration and its troubleshooting issues related access lists and DNS/DHCP issues within the LAN network and also Specific workgroup domains made to only allow certain devices and users to access the server.
* Improver of system/process performance, providing productivity gains through multiple change and improvement initiatives. Managing system process improvement and work flow design.
* Expert in Troubleshooting issues related to VLAN, VLAN Trunking, and related issues. Configured VLANs with 802.1q tagging. Configured Trunk groups, ether channels, and Spanning tree.
* Expert level of Understanding customer requirements for wireless networks and also worked on Cisco Meraki w integrated with current infrastructure, as well as service future needs.
* Automated network implementations and tasks and designed monitoring tools using python scripting.
* Design expertise for the SD-WAN (Versa & Viptela), SD-LAN and WAN optimization technologies for efficient delivery of the application data across LAN and WAN.
* Monitoring and capturing the traffic using network management tools like solar winds
* Experience in working with multiple OSI Layer 2 and Layer 3 routing protocols (i.e., EIGRP, TCP/IP, BGP, OSPF, and MPLS to bring new routers into the production environment for Network Team.
* Configured and Implementing Security rules as per the business needs in Palo Alto Firewalls, Cisco ASA Firewall and Juniper SRX.
* Responsible for requesting third party vendor Quotes and estimates for Fiber, Cisco Equipment, Power, Cabling and IDF/MDF upgrades.
* Utilized Patch Link for server upgrades and patches, Remedy and HP System manager for ticket tracking.
* Installed and monitored performance of wired and wireless networks to maximize operations.
* Managed the Service Desk Express ticketing system as first point-of-contact for all issues and work flow requests.
* Maintain and update detailed network diagrams utilizing Microsoft Visio

**Environment:**       cisco routers (2600, 2900, 3600, 3900), cisco Switches (2900, 3500, 3700),

Cisco ASA 5540 Series, cisco nexus (5548, 7010), Cisco ASA (5510/5520), cisco nexus Fabric

Extender (2248) routing protocols (i.e., EIGRP, TCP/IP, BGP, OSPF, and MPLS), Cisco ASA 5540

Series.

**Credit Karma, San Francisco, CA September 2015 – June 2019**

**Network Security Engineer
Responsibilities:**

* Expertise in design, configuring, supporting and administrating Data Centers, Cisco routers, switches, Load balancers.
* Configuring L2/L3 switches, VLAN, STP, Ethernet Switching, etc. Tested with industry standard networking protocols (TCP/IP, UDP, SNMP, Telnet, SSH, etc.).
* Performed troubleshooting, while maintaining trouble ticket tracking, following internal/external escalation procedures and customer notifications. Configured Cisco Routers for OSPF, RIP, IGRP RIPv2, EIGRP, Static and default route.
* Configured and managed Cisco Routers (2800, 2900, 3600, 3800) with Routing protocols such as OSPF, Static and Inter-VLAN Routing.
* Proficient in implementation of filters using Standard and Extended access-lists, Prefix Lists, Distribute Lists, Route Mapsand Offset Lists for Route Filtering and Metric Manipulation.
* Responsible for monitoring and supporting core infrastructure and leveraging performances reports through applications
* such as Orion NPM, SolarWinds, IPAM to provide better customer’s service.
* Experience on load balancing strategies/techniques, expertise in application switching/traffic management, knowledge of persistence and SSL certificates.
* Worked with Cisco Catalyst 3750, 3560, 2960 switches and also Installed, configured 6509 Cisco Catalyst Switch, creating VLANs and assigning ports to the VLAN.
* Configured and managed VLANs, 802.1Q Trunk, RPVST+, Inter-VLAN routing, HSRP and LAN security for Layer-2 and Layer-3 switching domains as per the organization's requirement plan.
* Involved in design, implementation and configuration of HSRP for load balancing on L3 switches on different location of office on the switched Network.
* Advanced knowledge in configuration and installation of IOS security features and IPS.
* Configuring and Implementing Security rules as per the business needs in Palo Alto Firewalls, Cisco ASA Firewall and Juniper SRX.
* Configured and troubleshot access-lists, service policies, and NAT rules, network object groups, service object Groups on ASA 5585 and 5505 Firewalls.
* Configured ACLs in Cisco 5540 ASA firewall for Internet Access requests for servers, Protocol Handling, Object Grouping and NAT.
* Strong experience in Network security using ASA Firewall, Checkpoint, Palo Alto, Cisco IDS/IPS and IPSEC/SSL VPN, F5 Load Balance.
* experience in designing, implementing, and managing Cisco Firepower firewalls and security systems in large-scale enterprise environments.
* Optimizing Cisco Firepower solutions to enhance network security and performance.
* Configuring firewall policies, VPN configurations, intrusion prevention systems, and other security features using Cisco Firepower technologies.
* Experience in troubleshooting issues with the upgrade process for FTD and FMC, including resolving compatibility issues, software bugs, and performance bottlenecks.
* implement and support Site-to-Site VPN solution for remote site including Aruba branch offices and partner and customer with IPsec Tunnel, also implemented source NAT routing for location.
* Created VLANs for separating different corporate internal database, efficient network management and VTP for inter-vlan routing.
* Establishing VPN tunnels using IPsec encryption standards and also configured and implemented site-to-site VPN, Remote VPN
* Configuration VPN (site-to-site) connectivity of Phase -1 and Phase-2 with the client requirements for the migration from CISCO router, Net screen firewall to the Next generation juniper SRX firewalls.
* Experienced with Aruba Wireless platform (Aruba ClearPass) Aruba Mobility controllers providing centralized internet management and also intra network access
* Provide service center/helpdesk operations, including optimizing networks, configuring workstations, and diagnosing installation and troubleshooting of related network components.
* Performing backups and upgrades from time to time on different type of firewalls mostly on Palo Alto, Checkpoint and Cisco ASA firewalls.

**Environment:** Cisco Routers (2800, 2900, 3600, 3800), Cisco Catalyst 3750, 3560, 2960 switches, 6509 Cisco Catalyst Switch, networking protocols (TCP/IP, UDP, SNMP, Telnet, SSH, etc.), Palo Alto, Aruba Wireless, Checkpoint and Cisco ASA firewalls, Cisco 5540, ASA 5585 and 5505 Firewalls.

**Fran Connect India Software, India June 2013 to August 2014
Network Engineer**

**Responsibilities:**

* Worked with cross-functional teams from requirements gathering to deployment.
* Identified technical requirements and developed work-flow charts and diagrams.
* Configured, tested, troubleshooted and maintained network connectivity in a LAN/WAN
* environment and IT services running routing protocols on Cisco devices.
* Managed and configured DHCP, DNS, Antivirus, and backups, Provided escalated IT support, hardware troubleshooting, backup and recovery, email communication and application support
* Support DSHS (Department of State Health Services) end users and HHSC developers with issue in AWS
* Configure and support of standard routing protocols also implemented ACLs and NAT on Cisco core switches.
* Implement, configure, and troubleshoot VPN and Secure Remote related issues.
* Implementation, support and troubleshooting of VLANs including operational knowledge of Spanning Tree Protocol (STP), VLAN trucking, inter-VLAN routing and 802.1Q.
* Deploying and decommissioning Cisco switches and their respective software upgrades.
* Implementing & managing Symantec Data Loss Prevention, also responsible for data loss incident investigation and remediation.
* Expert-level knowledge of Cisco Firepower Threat Defense (FTD) and Firepower Management Center (FMC).

Proficiency in configuring and managing Cisco ASA, FTD, and FMC platforms.

* Strong understanding of network security principles and protocols, including access control, VPN, IPS, and URL filtering.
* Experience with network infrastructure technologies such as routing, switching, and VLANs.
* Familiarity with security standards and frameworks such as NIST, ISO 27001, and PCI DSS.
* Excellent troubleshooting skills with the ability to identify and resolve issues with the upgrade process for FTD and FMC

**Environment:** cisco switches, VLAN, inter-VLAN, STP, DHCP., DNS, LAN, WAN, VPN.