Fernando J Amador

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CAREER OBJECTIVE

Full-time position as a Network Engineer supporting the data network and systems using my proven skills in network engineering and administration, troubleshooting, program development, and training experience. Over eight years of industry-related experience with sharp troubleshooting skills, ability to work independently, and superb organizational and mentoring skills.

EDUCATION

University of Arkansas Little Rock, 2016 - Expected Graduation: Dec 2020
Bachelor's in Information Science
    Dean's List in 2017;
    Related courses included

- Data Mining and Analytics
- Social Network Analysis
- Object Oriented Programing
- Database Concepts
- Agile principles
- System Analysis and Design
- Applied Networking
- Internet Applications
- Project Management
- Accounting
- General Management
- HR Management

Valencia College, 2018 - 2018
Associate in Arts

Educational Computer Center, 2010-2011
    Cisco Certified Network Associate Academy
    Professional Development Courses

- Server Administration and Security Workshop
- CompTIA Green IT and Network Security Vulnerability

Educational Computer Center, 2009 – 2010
    Network Technology

Educational Computer Center, 2009 – 2010
    Computer Repair Technician

EXPERIENCE

Network Engineer II
Feb 2019 – Present
Sprint
- Remotely configuring, deploying, and troubleshooting Fortinet hardware for the Federal Reserve Bank FedLine Advantage project
- Experience with CA Spectrum Network fault management, HPE SMS Hewlett Packard Service Management Suite, Rivermine/Tangoe telecom expense management system.
- Implementing prestaging scripts for Fortigate VPN hardware remote turnup.
- Remotely implementing Fortigate VPN turnup scripts.
- Identifying, isolating and resolving VPN deployment issues.
- Experience with Fortinet Fortigate and Fortimanger hardware.
- Implementing action plans based on Sprint FRB FedLine Project departmental processes and procedures.
- Working with the Federal Reserve Bank NOC and clients troubleshooting and correcting FedLine circuit disruption.
- Investigating complex routing issues
- ITIL organization
- Performing equipment diagnostics, following vendor-troubleshooting procedures, and taking corrective actions based on analytical results to ensure uninterrupted FedLine network service.
- Exhibiting strong technical knowledge and customer service skills

Senior Associate Data Center Operator
May 2018 – January 2019
Convergys Corporation

- Technical position working inside a Network Operations Center (NOC) remotely monitoring and troubleshooting the Data network.
- Experience with CA Spectrum Network fault management, HPE SMS Hewlett Packard Service Management Suite, Rivermine/Tangoe telecom expense management system.
- Identifying mission critical carrier grade network and customer impacting issues in a 24 X 7 environment with specific company personnel, Network Operations Center (NOC) management team, and vendor support teams.
- Making decisions and taking actions to prevent service affecting network interruptions and service degradation.
- Implementing action plans based on NOC departmental processes and procedures.
- Working with service providers troubleshooting and correcting circuit disruption.
- Performing equipment diagnostics, following vendor-troubleshooting procedures, and taking corrective actions based on analytical results to ensure uninterrupted network service.
- Scheduling planned network maintenances to upgrade and replace network hardware.
- ITIL organization
- Exhibiting strong technical knowledge and customer service skills.
- Performing detailed problem diagnosis, monitoring and updating problems in network management products.

IP NOC Network Analyst II
October 2014 – March 2018
Windstream Communications

- Advanced technical position working inside an Internet Service Provider (ISP) Network Operations Center (NOC) remotely configuring, managing and troubleshooting the Data network.
- Experience with Cisco, Juniper, Alcatel Lucent, RedBack, Calix, Adtran, Telco, Ericsson, Aggregation Services Routers, Catalyst switches, ATM, MPLS, and IP protocols BGP, OSPF, EIGRP, ISIS.
- Identifying, isolating and resolving mission critical carrier grade network and customer impacting issues in a 24 X 7 environment with specific company field personnel, Network Operations Center (NOC) management team, and vendor support teams.
- Making decisions and taking actions to prevent service affecting network interruptions and service degradation.
- Providing technical and analytical support in determining the root cause of network problems and implementing action plans based on NOC departmental processes and procedures.
- Investigating complex routing issues.
- Resolving escalated issues.
- Working with service providers troubleshooting and correcting circuit disruption.
- Performing equipment diagnostics, following vendor-troubleshooting procedures, and taking corrective actions based on analytical results to ensure uninterrupted network service.
- ITIL organization.
- Coordinating and implementing change management to upgrade and replace network hardware.
- Assisting other technicians with their technical development in the use of monitoring tools, network structure and theory.
- Exhibiting strong technical knowledge and customer service skills.
- Performing detailed problem diagnosis, monitoring and updating problems in network management products and recommending solutions to correct network trouble issues and faults.
- Effectively communicating technical and procedural matters with audiences with varying levels of technical expertise.

Network Administrator
Apr. 2014 – Oct. 2014
Rafael F Otero PhD, Inc. The Magnolia Assisted Living

- Designed, installed and maintained network hardware, software and printers
- Designed and deployed functional networks
- Researched and recommended products and solutions that wouldl enhance the network
- Performed PC repair and data recovery
- Troubleshot and resolved network and wireless infrastructure issues
- Managed and maintained the network and security systems
- Performed preventive maintenance to both hardware and software to provide reliable and efficient network service
- Administered and supported CISCO routers, switches, ASA, firewall, wireless infrastructure

- Configured, analyzed, audited, and maintained MS Server and Windows operating systems, DNS, and DHCP
- Supported MS Office including Word, Excel, Outlook, etc.
- Provided IT support to employees

Freelance Network and Computer Repair Technician
May 2007 – Nov 2014
Phoenix IT

- Installed office network infrastructure including wireless access points, switches, and server and computer configuration
- Configured Operating System
- Repaired and maintained desktop and laptop hardware
- Performed application installation and integration, Data Recovery
- Ensured that all IT equipment complies with industry standards
- Served as troubleshooter for network issues and provided network change recommendations for improvements

IT Administrator
Jan 2013 – Feb 2014
World Wide Tires

- Provided project management and delivery of IT services to administration personnel
- MS Server and MS Windows operating systems configuration, analysis, auditing and maintenance
- MS Office configuration and support including Word, Excel, Outlook, etc.
- Applied operating system updates, patches, and performed backups
- Designed, installed and maintained network hardware and software
- Provided IT support to employees
- Network infrastructure, systems security and auditing
- Identified and resolved network problems

Network Administration and PC Repair Professor
Jan 2011 – Feb 2014
Instituto de Banca y Comercio

- Prepared students for the A+ Certification with classes in hardware diagnostics, repair, assembly, network installation and troubleshooting, and wireless infrastructure
- Prepared students for network administration and security with classes in network installation, maintenance and security, Microsoft Server configuration, security, virtualization technologies, and IP networking fundamentals
- Prepared students in current DHCP, DNS, LAN and WAN technologies
- Provided IT support to students and faculty

RELATED QUALIFICATIONS/SKILLS

Experienced with the following hardware installations: motherboards, RAM chips, NICs, SATA and IDE hard disks, optical drives, video cards, and printer configurations. Proficient with Windows 7/Xp, Windows Server 03/08, CISCO IOS, Routing protocols, Wireless Access

Points, CISCO ASA firewall, LANs, CISCO Routers, CISCO Aggregation Services Routers, CISCO Layer 3 Switches, Catalyst switches, Juniper Aggregation Services Routers Routers, JUNOS OS, BGP, MPLS, OSPF, ISIS, LACP, Metro Ethernet, Carrier Ethernet, Network Engineering, Routing Policy, Telecommunications WAN (Wide Area Network) load balancing, SDN, peering, firewalls, TCP/IP, MS Office, security audit applications, data recovery applications, monitoring and network event management products, Splunk, eHealth, CA Performance Management, SIS, Oracle MSS, Prowl, Remedy, Jira, Peakflow, Intermapper, Zabbix, Fortigate, Fortinet, Fortimanager, Cygilant EiQ SecureVue

LANGUAGE SKILLS

Fluent in English and Spanish.

CERTIFICATIONS

- CISCO CCNA Security - Expected Certification: May 2020
- CISCO CCNP R&S
- CISCO CCNA R&S
- MCP Server 08r2 AD
- MCP Windows 7
- Security+
- Network+
- A+

Achievements Awards and Recognitions

2019 Dean's List University of Arkansas Little Rock

2017 Dean's List University of Arkansas Little Rock

2012 Professor of the year awarded at Instituto de Banca y Comercio in San Juan, PR

REFERENCES

Available on request