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Ciprian C.

Network Support Engineer

SUMMARY

- Network Engineer with 7 years of a solid track record of successfully troubleshooting, implementing, and maintaining complex network infrastructures.
- Expertise spans enterprise, data center, and ISP environments, encompassing vendors like Cisco and Juniper for routers and switches, Fortinet and Palo Alto for firewalls, and F5 and Pulse Secure. Additionally, experience in Zscaler VPN SSL clients and Azure and AWS Cloud environments.
- Previous roles included network operations, support, design and implementation, architecture, and end-to-end network implementation.
- Currently holds the following certifications: Cisco's CCNA and CCNP, Juniper's JNCIA, JNCIA-Security and JNCIS-Service Provider and Amazon's AWS Cloud Practitioner.
- Available to travel to customer site if required.
- Available to work outside business hours, including weekends and bank holidays.
- Proficiency English

SKILLS

| | |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Go Frameworks | Fiber |
| Rust Frameworks | juniper |
| Cloud Platforms, Services & Computing | AWS, Azure |
| Amazon Web Services | AWS Transit Gateway, AWS VPC |
| Azure Cloud Services | Azure |
| Deployment, CI/CD & Administration | Ansible |
| Mail / Network Protocols / Data transfer | ARP, BGP, DHCP, DNS, DTP, EIGRP, FTP, IPSec VPN, IPv4, IPv6, MPLS, NAT, OSPF, SD-WAN, STP, TCP, VLANs, VPN, VTP |
| Logging and Monitoring | Cacti, Splunk |
| Virtualization, Containers and Orchestration | IPSec VPN, SDN, VPN |
| Operating Systems | Linux, Windows |

| | |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Third Party Tools / IDEs / SDK / Services | Microsoft Word, Office 365, PowerPoint |
| SDK / API and Integrations | ServiceNow API |
| Other Technical Skills | 3G, 4G, cisco, Coax, F5 Big-IP, Fortinet, GlobalProtect, GNS3, GSM, JNCIA certification, LTE, MPLS L2VPN, Multicast, Network Automation, Palo Alto, PRTG Monitor, Pulse Secure, Qemu, Remedy, UMTS, VPLS, Zscaler |

WORK EXPERIENCE

IP NETWORK SUPPORT ENGINEER

Duration: 25/06/2021 – CURRENT (contract)

Job responsibilities include:

- Network troubleshooting on Routers, Switches, Firewalls, Access Points, and Wireless Controllers in order to solve issues present on the customer's network
- End-to-end network implementation, from the design and planning phase to implementation, deployment, and optimization
- Network design (HLD and LLD) in order to achieve the desired business outcome by the customer
- Fault resolution in order to restore network service and ensure customer satisfaction
- Network maintenance to reduce the downtime to network service to a minimum and ensure high availability of the client's environment
- Incident Resolution
- Working closely with Business Mobilization / Project Managers / Account Managers in order to meet the business requirements of the customer
- Performing redundancy and resiliency testing of the network infrastructure to ensure minimal disruption to the network service
- Cost analysis of network infrastructure in order to reduce OPEX/CAPEX
- Using network automation to speed up deployment time and reduce operating expenditures (OPEX)
- Migration from on-premises infrastructure to public cloud and/or hybrid cloud
- Compliance with the customer's change management process in order to ensure that all network changes were in line with the client's policy.
- Performing hardware and software refresh and network migrations

Protocols: IPv4, IPv6, TCP, OSPF, EIGRP, IS-IS, BGP, MPLS, L2VPN, L3VPN, STP, VLANs, Multicast, PIM, IGMP, CDP, LLDP, IPsec VPNs, C2S VPNs, SDN, SD-WAN, SD-Access, Ansible, Syslog, SNMP, Netflow, NAT, DHCP, DNS.

Platforms: Cisco Catalyst Switches, Cisco Nexus Switches, Cisco ASR1K Routers, Cisco ISR4k Routers, Cisco Access Points, Cisco Wireless Controllers, Juniper EX Switches, Juniper QFX Switches, Juniper MX Routers, Juniper SRX Firewalls, Palo Alto Firewalls, Fortinet Fortigate Firewalls, CheckPoint Firewalls, Pulse Secure SSL VPN, Palo Alto SSL VPN, Zscaler VPN, Fortinet Forticlient SSL VPN, Fortimanager, Cisco ISE, Aruba ClearPass.



Tools: ServiceNOW (SNOW), Remedy, Cacti, PRTGMonitor, Splunk, Tufin, Firemon.

SENIOR IP NETWORK ENGINEER, CLUSTERWORX

Duration: 19/10/2020 – 01/06/2021 (contract)

Working as a freelance network engineer based on B2B contracts.

Job responsibilities include:

- Network troubleshooting on Routers, Switches, Firewalls, Access Points, and Wireless Controllers in order to solve issues present on the customer's network
- End-to-end network implementation, from the design and planning phase to implementation, deployment, and optimization
- Network architecture and design (HLD and LLD) in order to achieve the desired business outcome by the customer
- Fault resolution in order to restore network service and ensure customer satisfaction
- Network maintenance to reduce the downtime to network service to a minimum and ensure high availability of the client's environment
- Incident Resolution
- Working closely with Business Mobilization / Project Managers / Account Managers in order to meet the business requirements of the customer
- Performing redundancy and resiliency testing of the network infrastructure to ensure minimal disruption to the network service
- Cost analysis of network infrastructure in order to reduce OPEX/CAPEX
- Using network automation to speed up deployment time and reduce operating expenditures (OPEX)
- Migration from on premises infrastructure to public cloud and/or hybrid cloud
- Compliance with the customer's change management process in order to ensure that all network changes were in line with the client's policy.

Protocols: IPv4, IPv6, TCP, ARP, OSPF, EIGRP, IS-IS, BGP, MPLS, L2VPN, L3VPN, STP, VLANs, Multicast, CDP, LLDP, IPsec VPNs, C2S VPNs, SDN, SD-WAN, SD-Access, Ansible, NAT, DHCP, DNS.

Platforms: Cisco Catalyst Switches, Cisco Nexus Switches, Cisco ASR1K Routers, Cisco ISR4k Routers, Cisco Access Points, Cisco Wireless Controllers, Juniper EX Switches, Juniper QFX Switches, Juniper MX Routers, Juniper SRX Firewalls, Palo Alto Firewalls, Fortinet Fortigate Firewalls, CheckPoint Firewalls, Pulse Secure, Palo Alto GlobalProtect, F5 Big-IP and Zscaler SSL VPN, Fortinet Forticlient SSL VPN, Fortimanager, F5 Load Balancer, Azure, and AWS Cloud environment. Fortinet Forticlient SSL VPN, Fortimanager, Fortinet IPS/IDS, Cisco ISE, Aruba ClearPass.

Tools: ServiceNOW (SNOW), Remedy, PRTGMonitor, Tufin, Splunk, Firemon, Skybox.



IP NETWORK DEPLOYMENT ENGINEER, ACCENTURE

Duration: 17/06/2019 – 18/10/2020

Job responsibilities include:

- Implementation and deployment of connectivity between Accenture and its customers
- Working together with Account Managers, Project Managers, and customers to determine the customer needs for connectivity deployment
- Managing MPLS connectivity over the Accenture backbone network
- Ownership of network design in matters related to client connectivity
- Creating and updating LLD connectivity documents that describe the interconnectivity between Accenture and its customers
- Participating in HLD discussions as a technical POC
- L2 troubleshooting of network issues related to connectivity between Accenture and its customers
- Perform redundancy tests for new deployments
- Assist Account Management in UAT new deployments
- Implementing network security features (IPsec VPNs, security policies) for customer deployment
- Working with vendor TAC teams in order to fix/remedy any suspected bugs that affect client connectivity
- End-to-end connectivity ownership and implementation

Platforms:

Cisco: ISR4K routers, ASR1K routers, ASR9K routers, Nexus 5K / 7K switches, Catalyst switches, ISE

Juniper: SRX 1400/1500/4100 firewalls, EX4300 / 2300 switches

Fortinet: Fortigate 1000d firewalls, Fortinet SSL Client, FortiManager, Fortinet IPS/IDS

Palo Alto: Palo Alto Firewalls, Panorama, Palo Alto GlobalProtect SSL VPN.

AWS Cloud: AWC VPC, AWS EC2, AWS Direct Connect, AWS Transit Gateway.

Aruba: ClearPass

Protocols: BGP, MPLS, L3 VPN, EIGRP, OSPF, IPsec, IPv6, OSPFv3, NDP, VLANs, Pulse Secure SSL VPN, AWS DirectConnect, STP, VLANs, NAT, DHCP, DNS.

Tools: ServiceNow (SNOW), Remedy, Firemon

JUNIPER TAC MX NETWORK ENGINEER, LUXOFT

Duration: 08/01/2018 – 04/02/2019

Job responsibilities include:

- Investigating hardware and software issues on Juniper Networks MX routers
- Working with Juniper partners, customers, and VARs to identify and resolve issues on their IP networks



- Providing remote assistance to Juniper customers in the configuration, deployment, or upgrade of MX routers
- Identifying software bugs and defective hardware components for the MX routers
- Handling the RMA process for defective hardware components
- Reporting and escalating software bugs and working with the developer team to ensure their resolution
- Lab replication of issues from the customer networks, thus helping to validate and speed up the resolution of the problem

Platforms: MX5/10/40/80, MX240, MX240, MX960, MX2008, MX2010, MX2020

Protocols: BGP, MPLS VPN, LDP, IPsec, OSPF, OSPFv3, IS-IS, L3VPN, L2VPN, IP, IPv6, TCP, UDP, ICMP.

Tools: JIRA

BACK OFFICE IP NETWORK ENGINEER, HUAWEI TECHNOLOGIES

Duration: 03/10/2017 – 15/12/2017

Job responsibilities include:

- Performing L2 troubleshooting on IP networks for various Huawei customers
- Performing software upgrades on IP network devices
- Working together with RAN, Transport, and Core teams to ensure minimal disruption to customer networks and service availability
- Performing root cause analysis in case of network outage
- Ensuring trouble tickets are resolved within SLA, thus maintaining the KPIs agreed upon between Huawei and its customers
- Reporting and escalating hardware issues and software bugs to TAC teams of various vendors for investigation and analysis

Platforms:

Juniper MX5/10/40/80, MX240, MX480, MX960
 Huawei NE20, NE40, NE80, ATN910, ATN950
 Cisco 7200, 7600 Routers
 Sophos VPN Client

Protocols: IP, IPv6, TCP, UDP, BGP, MPLS, LDP, L3VPN, L2VPN, DSL, OSPF, IS-IS, VLANs, STP, OSPF, OSPFv3, EIGRP.

Tools: BMC Remedy, StableNet, IBM Tivoli Netcool.

FRONT OFFICE IP NETWORK ENGINEER, HUAWEI TECHNOLOGIES

Duration: 15/11/2016 – 03/10/2017



Job responsibilities include

- Monitoring the customer's IP network to identify incidents and outages
- Performing L1 troubleshooting to resolve issues
- Working together with RAN, Transport, and Core monitoring teams
- Notifying and dispatching field engineers to repair or replace defective hardware components
- Escalating issues and notifying the L2 teams to perform troubleshooting and resolution within agreed-upon SLAs
- Notifying and informing service managers about network outages and incidents
- Ensuring outages, faults, and various issues are solved within the agreed-upon SLAs to maintain the KPIs established between Huawei and its customers

Platforms:

Juniper MX5/10/40/80, MX240, MX480, MX960

Huawei NE20, NE40, NE80, ATN910, ATN950

Cisco 7200, 7600 Routers

Sophos VPN Client

Protocols: IP, IPv6, TCP, UDP, BGP, MPLS, LDP, L3VPN, L2VPN, DSL, OSPF, IS-IS, VLANs, STP, OSPF, OSPFv3, EIGRP.

Tools: BMC Remedy, StableNet, IBM Tivoli Netcool.

JOB-RELATED SKILLS

- Configuring, deploying, and troubleshooting network equipment (routers, switches, firewalls, wireless
- Access points, controllers)
- Configuring, deploying, and troubleshooting Huawei devices
- Configuring, deploying, and troubleshooting Juniper devices
- Configuring, deploying, and troubleshooting Cisco devices
- Configuring, deploying, and troubleshooting Firewalls (Palo Alto, Fortigate, Check Point)
- Deploying Cloud technologies (AWS, Azure)
- Cloud Networking (AWS Direct Connect, AWS VPCs, AWS Transit Gateways)
- Subnetting
- Network Automation
- Wireless Technologies (Wireless Access Points, Controllers)
- Simulating network devices using simulators, emulators(GNS3, Packet Tracer)
- Layer 3 protocols (OSPFv2, RIPv1, RIPv2, EIGRP, IPv4, IPv6, BGP)
- VPN Technologies (MPLS L3VPN, MPLS L2VPN, VPLS, IPsec)
- Layer 2 protocols (STP, VTP, DTP, ARP, Ethernet 802.3, WIFI 802.11)
- Layer 7 protocols (DNS, DHCP, FTP, E-Mail)
- Security Technologies (Stateful Firewalls, Security Policies, NAT)
- Transmission Media (UTP, Coax, Fiber)
- Mobile Communications (2G / 3G / 4G / UMTS / GSM / LTE)
- Operating Systems (Linux, Windows)
- Microsoft Office Suite (Excel, Word, PowerPoint)

- Virtualization Technologies (VMware, QEMU)

EDUCATION

BACCALAUREATE

Traian National College, Drobeta Turnu Severin

2005 - 2009

BACHELOR'S DEGREE

Polytechnic University of Bucharest, College of Electronics, Telecommunications and Information Tec, Telecommunication Networks and Software specialization

2010 - 2017

CERTIFICATION

CCNA

CCNP ENCOR

JNCIA

JNCIS-SP

JNCIA-Sec

AWS Cloud Practitioner

