



Mila Aguirre

Network Systems Engineer, Enterprise Network Infrastructure

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STRENGTHS

- 🔧 **Incident Diagnosis**
During complex connectivity failures, separated endpoint, server, protocol, and carrier causes so service teams could act with confidence.
- 🏢 **Infrastructure Ownership**
Managed LAN, WAN, wireless, firewall, server, and peripheral changes with dependency checks that kept public operations steady.
- ❤️ **Security Awareness**
Reviewed firewall and IDS or IPS evidence for access anomalies, then brought clear findings forward for practical action.
- 📄 **Clear Documentation**
Created topology maps, procedures, and audit records that turned difficult infrastructure relationships into usable guidance for technicians.
- 👥 **User Partnership**
Explained technical options in plain language during training and escalations, helping nontechnical users make sound service decisions.

SKILLS

Network administration

LAN and WAN TCP/IP VLANs

VPN Windows Server

Network security

Incident diagnosis

Topology mapping

Telecommunications User training

Backup support PowerShell

Technical documentation

Carrier coordination

SUMMARY

Network Systems Engineer with five years of full time experience supporting enterprise LAN and WAN infrastructure, **Windows Server**, telecommunications, security, and **client server environments**. More than four years of **network administration** includes complex incident diagnosis, infrastructure implementation, topology documentation, system audits, backup support, and advanced user assistance. Hands on work covers **TCP/IP**, VLANs, VPN, routers, switches, firewalls, IDS/IPS, wireless access, VOIP, SIP, PRI, PowerShell, and carrier troubleshooting. Projects have involved testing compatibility, coordinating changes, reducing service disruption, documenting system relationships, and translating technical findings for nontechnical audiences. Cisco and Microsoft certifications complement a Bachelor of Science in Information Systems. Ready to support reliable public services through disciplined engineering, practical communication, and secure infrastructure improvements.

EXPERIENCE

Network Systems Engineer, Public Infrastructure

Canyon Ridge Public Technologies 📅 January 2025 to Present 📍 Murrieta, CA

Owns enterprise LAN and WAN operations across multiple facilities, supporting Windows Server, routed networks, wireless access, firewalls, switches, storage, peripherals, security monitoring, documentation, and advanced technical support for public facing services.

- Mapped routed dependencies before server changes, reducing disruption across public facing facilities.
- Isolated **TCP/IP** and VLAN faults through packet and device evidence, restoring connectivity faster.
- Reviewed firewall and IDS/IPS alerts, identifying **access anomalies** for **security** review.
- Tested wireless, storage, and **Windows Server** changes before approved production deployment.
- Created topology diagrams and procedures, giving technicians clearer paths for incident response.
- Coordinated **carrier troubleshooting** for **telecommunications** faults, limiting downtime during service restoration.
- Trained users and technicians with plain language guidance, improving adoption of approved solutions.

Network Administrator, Enterprise Infrastructure

Pacific Crest Infrastructure Group 📅 July 2023 to December 2024 📍 Corona, CA

Maintained enterprise network services across LAN segments, VPN sites, wireless access, servers, storage, peripherals, voice systems, and security controls while supporting purchasing, documentation, backup verification, and incident resolution.

- Segmented VLAN traffic across routed sites, improving control over shared enterprise services.
- Validated **Windows Server backups** and hardware status, helping protect critical operational data.
- Traced connectivity failures through endpoint and protocol evidence, shortening telecommunications escalations.
- Supported **VOIP** and **SIP** incidents, clarifying PRI and carrier circuit dependencies.
- Compared replacement **switches** and **peripherals** against specifications, supporting informed purchasing decisions.
- Updated system maps and procedures, helping service desk staff resolve recurring incidents.
- Tested firewall and wireless changes with infrastructure peers, reducing avoidable production impact.

Systems and Network Support Specialist, Multisite Operations

Mesa Valley Technology Services 📅 September 2021 to June 2023 📍 Ontario, CA

LANGUAGES

English Native

Spanish Proficient

MY CAREER

0 MONTHS

Supported **Windows workstations**, servers, client server applications, LAN infrastructure, networked peripherals, backups, and endpoint hardware across multiple sites, combining hands on troubleshooting with **user training** and clear technical records.

- Installed switches and wireless equipment from documented standards, improving consistency across sites.
- Resolved desktop and **TCP/IP** incidents by separating endpoint, server, and network causes.
- Performed scheduled backups and server maintenance, documenting recurring failures for administrators.
- Used **PowerShell** inventory checks, reducing repetitive support work while preserving audit records.
- Configured **printers**, scanners, and workstation software for dependable client server access.
- Diagnosed **cabling** and network access faults, restoring service for distributed users.
- Delivered one on one training, helping nontechnical users follow practical support guidance.

PROJECTS

Municipal Network Resilience Program 2026

Coordinated a practical review of LAN, WAN, firewall, wireless, server, and carrier dependencies. Updated topology maps, tested change paths, and documented recovery steps for essential services.

Secure Access Monitoring Review 2025

Reviewed firewall, IDS, IPS, and performance evidence across routed environments. Recorded findings, clarified risks, and prepared recommendations for safer access and steadier service.

LEADERSHIP & AWARDS

- Received Cisco CCNA certification after demonstrating practical routing, switching, and network troubleshooting capability.
- Earned Microsoft Windows Server Hybrid Administrator Associate certification through applied server administration knowledge.
- Recognized by infrastructure peers for clear topology documentation and useful incident guidance.

EDUCATION

Bachelor's Degree in Information Systems

California State University, San Bernardino GPA: 3.5 2021 San Bernardino, CA
Coursework: Network administration, database systems, systems analysis, information security, telecommunications

CERTIFICATIONS

- Cisco Certified Network Associate 2024
- Microsoft Certified: Windows Server Hybrid Administrator Associate 2025

TECHNICAL SKILLS

- **Network Protocols:** TCP/IP, VLANs, VPN
- **Routing Hardware:** Routers, switches, bridges
- **Security Systems:** Firewalls, IDS, IPS
- **Wireless Networking:** Wireless access points, point to point wireless, wireless links
- **Windows Platforms:** Windows Server, Windows workstations, PowerShell
- **Telecommunications:** T1, MPLS, MetroE
- **Voice Systems:** VOIP, SIP, PRI
- **Data Protection:** Backups, backup checks, recovery procedures
- **Network Operations:** LAN, WAN, network performance
- **Infrastructure Documentation:** Topology maps, system diagrams, procedural manuals
- **Endpoint Support:** Printers, scanners, advanced workstations
- **Database Systems:** Distributed databases, client server software, database troubleshooting

PROFESSIONAL AFFILIATIONS

- Member, Cisco Networking Academy community, with continued focus on routing and network operations.
- Participant, Microsoft technical community, sharing practical Windows Server administration resources.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST