

# Mila Aguirre

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## SUMMARY

Network Systems Engineer with four years supporting LAN, WAN, Windows server, endpoint, **telecommunications**, and **network security** environments across public service and multisite operations. Hands on work includes TCP/IP, VLANs, VPN, firewalls, routers, switches, wireless **access points**, IDS, IPS, backups, topology mapping, and advanced troubleshooting. Diagnoses cross system failures, coordinates carrier incidents, evaluates infrastructure options, and documents practical recommendations for technical and nontechnical departments. Supports **public safety** stakeholders with careful change planning, audits, procedures, training, and clear explanations of distributed systems. PowerShell and basic scripting improve repeatable administration, inventory checks, and documentation. CCNA and Microsoft Windows Server Hybrid Administrator Associate credentials support dependable infrastructure decisions and service continuity. Ready to help Redwood Mesa Public Services protect essential connectivity, improve reliability, and serve Vista Glen departments with responsive network engineering.

## EXPERIENCE

### Network Systems Engineer, Municipal Infrastructure

June 2024 - Present

Pacific Crest Civic Technology

Carlsbad, CA

Owns routed, switched, wireless, server, security, and telecommunications operations across municipal facilities. Leads incident recovery, carrier coordination, infrastructure evaluation, documentation, and stakeholder communication for dependable public service connectivity.

- Restored municipal **VLAN** connectivity through firewall and switch testing, reducing disruption for public service departments.
- Mapped **WAN** circuits, server dependencies, and critical interfaces, giving teams clearer paths during incident response.
- Investigated **IDS** and **IPS** alerts with firewall logs, producing practical access recommendations for security review.
- Coordinated **MetroE**, point to point wireless, and SIP carrier cases, validating service restoration with stakeholders.
- Evaluated network hardware and **software** options, then tested configurations against departmental requirements and service goals.
- Explained distributed system dependencies during demonstrations, helping nontechnical users make informed operational decisions.

### Network Administrator, Infrastructure Operations

September 2022 - May 2024

Mesa Harbor Technology Services

San Marcos, CA

Administered Windows, network, **storage**, endpoint, wireless, and security infrastructure for multisite operations. Strengthened service continuity through backups, preventive maintenance, vendor escalation, technical documentation, training, and scripted administration.

- Resolved DNS, routing, VLAN, and wireless faults through structured testing, restoring client and server communication.
- Maintained Windows **servers**, **workstations**, printers, storage, switches, routers, and VPN services across operating locations.
- Performed **backups** and **preventive maintenance**, giving infrastructure teams stronger recovery readiness and more predictable operations.
- Documented firewall access changes and unusual log activity, supporting timely review of security events.
- Created network diagrams and troubleshooting guides, helping technicians respond consistently during recurring incidents.
- Used PowerShell inventory checks for repetitive administration, improving visibility into endpoint and software conditions.

## PROJECTS

### Public Safety Network Resilience Review 📅 2025

Reviewed WAN paths, VLAN segmentation, firewall controls, wireless coverage, and server dependencies for public safety operations. Produced topology updates, risk notes, and prioritized maintenance recommendations for stronger service continuity.

### Carrier Services and Voice Integration 📅 2024

Coordinated MetroE, point to point wireless, SIP, and VPN service validation across distributed facilities. Documented carrier dependencies, restoration checks, and voice troubleshooting references for operations teams.

## LEADERSHIP & AWARDS

- Received CCNA recognition after demonstrating practical routing, switching, VLAN, and troubleshooting capability in 2023.
- Earned team recognition for clear topology documentation and dependable coordination during carrier service incidents.
- Selected to lead infrastructure demonstrations that helped public service teams understand technical dependencies and risks.

## EDUCATION

### Bachelor's Degree in Information Systems

2022

California State University San Marcos GPA: 4.0

San Marcos, CA

*Coursework: Network administration, systems analysis, database management, cybersecurity, telecommunications*

CERTIFICATIONS

- Cisco Certified Network Associate 📅 2023
- Microsoft Certified: Windows Server Hybrid Administrator Associate 📅 2024

TECHNICAL SKILLS

- **Network Protocols:** TCP/IP, VLAN, DNS
- **Wide Area Networking:** MPLS, MetroE, T1
- **Security Controls:** Firewalls, IDS, IPS
- **Routing and Switching:** Routers, switches, bridges
- **Wireless Networking:** Wireless access points, point to point wireless, wireless links
- **Voice Networking:** VOIP, SIP, PRI
- **Microsoft Platforms:** Windows Server, Windows workstation, PowerShell
- **Remote Connectivity:** VPN, remote access, secure tunnels
- **Infrastructure Operations:** Backups, preventive maintenance, storage
- **Documentation and Analysis:** Topology maps, technical reports, procedures
- **Endpoint Support:** Printers, scanners, peripherals
- **Systems Administration:** Client server software, basic scripting, program revision

SKILLS

- |               |                        |                       |                           |
|---------------|------------------------|-----------------------|---------------------------|
| • LAN and WAN | • Firewalls            | • Wireless networking | • PowerShell              |
| • TCP/IP      | • IDS and IPS          | • Telecommunications  | • Technical writing       |
| • VLANs       | • Routers and switches | • Backups             | • Network troubleshooting |
| • VPN         | • Windows Server       | • Topology mapping    |                           |

PROFESSIONAL AFFILIATIONS

- Participates in Cisco networking communities, sharing practical lessons on routing, switching, and service recovery.
- Supports local public service technology collaboration through peer knowledge sharing and infrastructure documentation.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST