

# Isaac Neal

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## SUMMARY

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Dynamic Senior Network Engineer with over 5 years of experience in network management and cybersecurity within cloud computing environments. Proven ability to enhance operational efficiency through hands-on support and proactive troubleshooting of network security services. Adept at managing large-scale enterprise customer relationships while delivering technical solutions that meet complex client requirements. Strong expertise in DNS, DHCP, IPAM, and network access control supporting enterprise-level applications. Seamlessly communicated engineering solutions while monitoring performance across various platforms. Passionate about contributing knowledge and insights to advance business goals.

## EXPERIENCE

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### Senior Network Engineer

June 2022 - Present

Tech Innovations Inc.

*Miami, FL*

In the role of Senior Network Engineer, responsible for high-stakes operational support focused on securing the organization's cloud environment. Equipped with advanced problem-solving abilities while overseeing a dedicated team to ensure seamless infrastructure functionality.

- Provide 24x7 operational support, ensuring optimal performance across the organization's cloud infrastructure.
- Lead incident response efforts, resulting in significant downtime reduction through effective monitoring and troubleshooting.
- Collaborate with engineering teams, translating technical solutions into understandable formats enhancing cross-department communication.
- Manage client relations by crafting tailored network security updates, successfully aligning stakeholders with technical requirements.
- Implement stringent network access controls using Cisco ISE, significantly improving compliance across diverse setups.
- Conduct training for junior engineers fostering continuous learning and adaptability within the team.

### Network Security Engineer

March 2020 - May 2022

CyberSecure Solutions

*Fort Lauderdale, FL*

Served as a Network Security Engineer focusing on deploying solutions for cloud-based infrastructures and SaaS applications. This role involved collaborating effectively among diverse teams while adapting to fast-paced challenges presented by modern cybersecurity demands.

- Facilitated migration efforts of SaaS applications to cloud platforms optimizing results for enterprise needs.
- Utilized Infoblox and Bluecat tools to monitor performance allowing issue identification before escalation.
- Produced comprehensive documentation regarding network procedures, enhancing overall operational standardization.
- Acted as primary responder to network alerts, structuring more efficient escalation protocols reducing risks.
- Engaged closely with cloud operations teams boosting understanding of AWS and Azure, leading to stronger synergy.
- Assisted in establishing enhanced network security protocols strengthening overall system integrity.

### Network Engineer

January 2018 - February 2020

Global Networks LLC

*Tampa, FL*

Worked as a Network Engineer concentrating on delivering reliable technical support for complex networking systems leveraging strong analytical capabilities.

- Provided critical technical support across various clients ensuring secure and stable connectivity.
- Contributed to tailored designs for client networks satisfying specific operational requirements, enhancing service delivery.
- Analyzed network traffic utilizing monitoring tools facilitating insightful optimization adjustments.
- Performed security assessments identifying vulnerabilities potentially impacting critical resources preparing corrective action reports.
- Maintained up-to-date detailed documentation reflecting ongoing configurations aiding in organizational continuity.
- Participated collaboratively in planning and strategizing projects emphasizing core customer success.

## LEADERSHIP & AWARDS

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- Recognition for Excellence in Technical Support
- Employee of the Year at Tech Innovations Inc.

## EDUCATION

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### Bachelor's Degree in Computer Science

2016

University of Florida GPA: 3.75

*Gainesville, FL*

**Coursework:** Algorithms, Data Structures, Networking, Cloud Computing

## CERTIFICATIONS

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- Cisco Certified Network Associate (CCNA) 📅 2019

- CompTIA Security+ Certification 📅 2020

## TECHNICAL SKILLS

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- **Monitoring Tools:** Nagios, Zabbix, SolarWinds
- **Network Security Protocols:** 132.1.12.x, BFS, RFC 1918
- **Network Access Control:** Cisco ISE, ForeScout, Bradford Networks
- **Cloud Platforms:** AWS, Microsoft Azure, Google Cloud Platform
- **Incident Response:** SIEM, Alert Logic, LogRhythm
- **Networking Protocols:** TCP/IP, BGP, EIGRP
- **Cloud Tools:** Terraform, Docker, Kubernetes
- **Documentation Standards:** ITIL, ISO 27001, ISO 9001
- **Virtualization Technologies:** VMware, Hyper-V, KVM
- **Reporting Tools:** Splunk, ElasticSearch, Grafana

## SKILLS

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- Network Management
- DNS
- Infoblox
- Project Management
- Cybersecurity
- DHCP
- Bluecat
- Technical Communication
- Cloud Services
- IPAM
- AWS
- Monitoring Tools
- SaaS Applications
- Cisco ISE
- Azure
- NTP

## PROFESSIONAL AFFILIATIONS

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- Member of the Association for Computing Machinery (ACM)
- Active Participant in the Cybersecurity Community Events

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST