

# Isaac Neal

## Senior Engineer, Network Management

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📍 1234 Elm Street, Jacksonville, FL 32207

### STRENGTHS

- 🗣 **Technical Communication**  
Frequently converted complex technical jargon into accessible language, bridging gaps between teams.
- 👥 **Customer Engagement**  
Fostered strong trustful relationships with clients elevating satisfaction ratings through proactive visits and workshops.
- 💡 **Problem-Solving**  
Recognized for identifying system vulnerabilities quickly promising timely proactive-driven responses.
- 👤 **Leadership Development**  
Thrived in guiding junior engineers through hands-on training cultivating excellence within day-to-day operations.
- ⚙️ **Operational Efficiency**  
Streamlined processes promoting optimum resource allocation which paved avenues for improved earnings.

### SKILLS

Network Management

Cybersecurity Cloud Services

SaaS Applications DNS DHCP

IPAM Cisco ISE Infoblox

Bluecat AWS Azure

Project Management

Technical Communication

Monitoring Tools NTP

### LANGUAGES

English Native

Spanish Intermediate

### SUMMARY

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

#### Senior Network Engineer

Tech Innovations Inc. 📅 June 2022 - Present 📍 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

CyberSecure Solutions 📅 March 2020 - May 2022 📍 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

Global Networks LLC 📅 January 2018 - February 2020 📍 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.

## MY CAREER

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- Senior Network Engineer at Tech Innovations Inc. (4.1 Years)
- Network Security Engineer at CyberSecure Solutions (2.2 Years)
- Network Engineer at Global Networks LLC (2.1 Years)

- 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

University of Florida 🎓 GPA: 3.75 📅 2016 📍 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

## PROFESSIONAL AFFILIATIONS

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

## 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