






Isaac Neal

Senior Engineer, Network Management

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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

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

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● 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)

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

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

EDUCATION

Bachelor's Degree in Computer Science

University of Florida 🎓 GPA: 3.75 📅 2016 📍 Gainesville, FL

Coursework: Algorithms, Data Structures, Networking, Cloud Computing

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) 📅 2019
- CompTIA Security+ Certification 📅 2020

TECHNICAL SKILLS

- **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

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST