

# Jonathan Hail

## Senior Network/Systems Tools Engineer

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### STRENGTHS

- Expert Problem Solver**  
Quickly analyzes technical roadblocks, developing logical solutions based on systematic troubleshooting strategies.
- Collaborative Team Player**  
Prioritizes teamwork, working closely with peers and stakeholders to achieve common goals and enhance productivity.
- Agile Thinker**  
Capably adjusts approaches based on project dynamics, demonstrating flexibility in politically intriguing scenarios.
- Detail-Oriented Operator**  
Follows precise specifications to ensure every aspect of network implementations is thoroughly documented and analyzed.
- Tech-savvy Innovator**  
Embraces technological advancements and implements them proficiently to improve service quality and optimize processes.

### SKILLS

- Network Architecture
- Container Orchestration
- Linux Administration
- API Development
- Performance Monitoring
- Data Management
- Troubleshooting Analysis
- Documentation Skills
- Automation Scripting
- Technical Mentoring
- Compliance Verification
- Cross-Functional Collaboration
- Project Coordination

### SUMMARY

Experienced Senior Network/Systems Tools Engineer with over 16 years in system architecture design, performance optimization, and data management. Expertise in implementing secure, scalable solutions for network operations. Recognized for collaborative problem-solving tendencies and analytical skills that drive impactful results across complex technical environments. Proven track record with REST API integrations, container technologies like Kubernetes, and coordinating with cross-departmental teams to streamline workflows and enhance overall compliance. Committed to contributing expertise necessary for driving operational excellence in innovative IT landscapes.

### EXPERIENCE

#### Senior Network/Systems Engineer

Advanced Networks Solutions March 2021 - Present Santa Fe, NM

Lead a senior engineering team responsible for tailored network configurations and innovations, impacting resilience and security levels. Oversaw the transformations for major network operations enhancing long-term strategic goals.

- Designed robust network management frameworks that enhanced security measures and achieved operational uptime improvements.
- Automated critical maintenance processes through Python scripting, significantly reducing manual workload and increasing team efficiency.
- Facilitated API integration projects connecting disparate systems, resulting in seamless data flow and heightened interoperability.
- Instituted proactive monitoring processes which mitigated system bottlenecks effectively, ensuring high responsive performance.
- Actively collaborated with stakeholders to uphold strict compliance throughout audits, maintaining a flawless compliance record.
- Develop comprehensive documentation contributing towards streamlined onboarding for new staff within the engineering department.

#### Network Engineer

Tech Innovations LLC June 2016 - February 2021 Rio Rancho, NM

Drove the successful implementation of containerized solutions while supporting enterprise-wide network enhancements through consultation.

- Implemented progressive containerized deployment strategies utilizing Kubernetes, enabling swift scaling under load demands.
- Guided junior engineers on best practice security guidelines, therefore fostering a robust culture of compliance and varied roles.
- Devised troubleshooting protocols leading toward an impressive first-contact resolution rate, fortifying user satisfaction metrics.
- Managed data integration tasks optimizing timely access across key applications while enhancing operational reporting accuracy.
- Shared insights during cross-department initiatives improving resource allocation ultimately reducing unnecessary costs.
- Promoted collaboration during interdepartmental activities, showcasing leadership capabilities regarding technology upgrades.

#### Network Administrator

Future Tech Solutions January 2014 - May 2016 Albuquerque, NM

Executed installation, oversight, and optimization of Linux-based networks, ensuring their reach across diverse applications.

- Effectively handled Linux environment operational needs, promoting optimal service delivery under tight schedules.
- Streamlined reporting mechanisms via automation, achieving significant reductions in time spent on manual entries.

## Capacity Planning

## Network Security Practices

### LANGUAGES

English Native

Spanish Proficient

### MY CAREER



● Senior Network/Systems Engineer at Advanced Networks Solutions (5.3 Years)

● Network Engineer at Tech Innovations LLC (4.7 Years)

● Network Administrator at Future Tech Solutions (2.3 Years)

- Supported the development of infrastructure plans aligning with future capacities enabling efficient project kickoffs.
- Directed team training sessions equipping employees with crucial skills leading into improved performance metrics across benchmarks.
- Maintained technological relationships nurturing vendor collaboration to resolve any issues pragmatically enhancing uptime reliability.
- Curated documents for capturing operational details creating a significant reference point for ongoing management.

### LEADERSHIP & AWARDS

- Awarded Employee of the Year for 2022 at Advanced Networks Solutions due to exceptional leadership in network optimization.
- Recognized by Tech Innovations LLC for outstanding mentorship contributions which improved junior staff performance.

### EDUCATION

#### Bachelor's Degree in Computer Science

University of New Mexico 🎓 GPA: 3.7 📅 2010 📍 Albuquerque, NM

**Coursework:** *Networking, Programming, Data Structures, Database Management*

### CERTIFICATIONS

- DoD 8140 IAT Level 2 Compliance Certification 📅 2020
- Kubernetes Administrator Certification 📅 2021
- Linux Professional Institute Certification (LPIC-1) 📅 2018

### TECHNICAL SKILLS

- **Operating Systems:** Linux, RHEL, CentOS
- **Containers & Orchestration:** Kubernetes, Docker, OpenShift
- **Scripting Languages:** Python, Ansible, PowerShell
- **Networking Protocols:** TCP/IP, BGP, OSPF
- **Monitoring Tools:** Nagios, Zabbix, Grafana
- **API Standards:** REST, SOAP, JSON
- **Version Control Systems:** Git, SVN, Mercurial
- **Cloud Platforms:** AWS, Google Cloud, Azure
- **Database Management:** MySQL, PostgreSQL, MongoDB
- **Security Compliance Frameworks:** NIST, ISO 27001, HIPAA

### PROFESSIONAL AFFILIATIONS

- Member of the IEEE Computer Society, engaging in conferences to remain updated on industry advancements.
- Active participant in local tech community events focusing on cybersecurity trends and technologies.

### ADDITIONAL INFORMATION

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

### REFERENCES

AVAILABLE ON REQUEST