

# Owen Nicholson

## SME Network Engineer

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📍 123 Main St, Richmond, VA 23220

### STRENGTHS

- 💡 **Problem-Solving**  
Addressed and escalated complex IT issues under pressure, earning trust from both clients and peers.
- 👥 **Collaboration**  
Built strong relationships across teams, promoting unity which accelerated project delivery.
- 🎯 **Attention to Detail**  
Ensured rigorous testing protocols were upheld before going live, benefitting client outcomes.
- ⚡ **Adaptability**  
Successfully shifted gears during emergencies, exemplifying readiness while forging ahead.
- 🗣️ **Communication**  
Clarified complex IT concepts for non-technical stakeholders; bridging gaps was vital for understanding.

### SKILLS

#### Network Design & Implementation

Cloud Services (AWS, Azure)

Linux Administration

#### Network Security & Compliance

VPN Configuration

#### Troubleshooting & Support

Incident Response

Team Collaboration

System Optimization

#### Documentation Standards

Performance Monitoring

Technical Training

Firewall Management

OS Hardening

### SUMMARY

Dedicated Network Engineer with over 16 years' experience excels in creating customized network solutions, ensuring security and compliance. Exceptional proficiency in AWS and Azure cloud services complements solid expertise in Linux-based systems and network security. Known for developing secure VPNs and robust cloud architectures while seamlessly resolving issues independently. Passionate about mission-driven work, consistently contributing to project success through effective collaboration. Committed to enhancing the security posture of critical infrastructures while improving operational efficiency.

### EXPERIENCE

#### Senior Network Engineer

Tech Solutions Inc. 📅 January 2020 - Present 📍 Richmond, VA

Guided architecture and deployment of advanced network solutions, leveraging AWS and Azure environments. Engaged in strategic design initiatives, optimizing client network infrastructure for higher security and availability. Fostered effective cross-team collaboration to drive improvements in overall system reliability while handling after-hours support requests.

- Implemented new security protocols across cloud networks, reducing vulnerability exposure significantly.
- Configured and secured Linux systems within cloud settings, meeting stringent cybersecurity framework guidelines.
- Enhanced remote connectivity through the development of reliable VPN connections, facilitating secure user access.
- Participated in performance evaluations leading to key operational optimizations and increased customer satisfaction.
- Supported collaborative efforts in troubleshooting complex issues, achieving improved service level response times.
- Mentored junior engineers in best practices surrounding network operations and security measures.

#### Network Engineer

Innovative Networks LLC 📅 March 2015 - December 2019 📍 Virginia Beach, VA

Delivered high-level network design and implementation strategies, employing industry-standard safety protocols. Developed tailored solutions for a diverse client base tailored to their unique requirements while utilizing commercial technology.

- Engineered secure internet architecture utilizing cutting-edge firewalls and routing technologies.
- Launched and supported Linux virtual machines on public cloud platforms to optimize resource use.
- Conducted thorough evaluations of existing networks, revealing vulnerabilities and formulating mitigation plans.
- Wrote technical documentation that became essential tools for future reference and maintenance.
- Facilitated ongoing monitoring and management of client networks to maintain optimal functionality.
- Collected client feedback proactively, adapting services provided to enhance user experiences.

#### Network Administrator

CyberTech Systems 📅 June 2010 - February 2015 📍 Norfolk, VA

Managed everyday network functionalities while championing robust security procedures for all applications within the environment. Focused on maintaining flawless performance metrics while addressing immediate operational needs.

- Rolled out a series of security enhancements that protected the organization from outside threats effectively.
- Performed audits of network components to verify adherence to compliance expectations and correct protocol usage. 1/2

Enterprise Architecture

CMA Usage

## LANGUAGES

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English Native

Spanish Proficient

## MY CAREER

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● Senior Network Engineer at Tech Solutions Inc. (6.5 Years)

● Network Engineer at Innovative Networks LLC (4.8 Years)

● Network Administrator at CyberTech Systems (4.7 Years)

- Treated technical support queries to resolve intermittently faulty network services improving uptime drastically.
- Cultivated relationships with hardware vendors and collaborated to ensure compliant updates and repairs.
- Worked closely with end-users, raising team knowledge of routine processes and security standards.
- Established training frameworks for onboarding staff regarding IT and security methodologies.

## LEADERSHIP & AWARDS

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- Recipient of the AWS Excellence Award for innovative solutions in cloud security.
- Recognized as Employee of the Month for outstanding contributions in incident management.

## EDUCATION

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### Bachelor's Degree in Computer Science

University of Virginia 🎓 GPA: 3.8 📅 2010 📍 Charlottesville, VA

**Coursework:** Data Structures, Networking, Operating Systems, Information Security

## CERTIFICATIONS

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- AWS Certified Solutions Architect – Associate 📅 2021
- Cisco Certified Network Associate (CCNA) 📅 2020

## TECHNICAL SKILLS

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- **Networking Tools:** Cisco, Juniper, Fortinet
- **Cloud Platforms:** AWS, Azure, Google Cloud
- **Operating Systems:** Linux, Windows Server, CentOS
- **Security Frameworks:** NIST, ISO 27001, CIS
- **Monitoring Tools:** Nagios, Zabbix, Datadog
- **VPN Technologies:** OpenVPN, IPSec, SSL VPN
- **Configuration Management:** Ansible, Puppet, Chef
- **Collaboration Tools:** Slack, Microsoft Teams, JIRA
- **Backup Solutions:** Veeam, Acronis, CommVault
- **Virtualization Platforms:** VMware, Hyper-V, KVM

## PROFESSIONAL AFFILIATIONS

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- Active member of the Network Professionals Association, regularly attending workshops.
- Volunteer participant in local tech meetups focused on network security advancements.

## 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