

Warren E. Burgess  
[warrburg@ewebs.com](mailto:warrburg@ewebs.com)

### SUMMARY

I am a high-energy, confident professional with an infectious enthusiasm for inter-working of Information Technology. I have experience in the areas of Network Infrastructure Planning and Design; Router and Switch Configuration with LAN/WAN, Connectivity, Troubleshooting, Testing Techniques and Surveying Wireless Technology. I also have an extensive working knowledge of Network Monitoring, Data Analysis and Reporting to resolve problems as required for Capacity Planning and Network Performance. I have Project Management experience as well, with the ability to communicate to a diverse user community and have good decision making and organizational skills.

### EDUCATION

Adjunct Professor at Essex County College (Computer Networking)  
M. S. in Computer Science at N.J.I.T.  
B. S. in Electrical Engineering at N.J.I.T.  
CCNA - Cisco Certified Network Associate (426873653)  
Completed all Course Work now, Currently Pursuing Certification (JNCIA, CCNP, Linux, CISSP, CSSP)

### TECHNICAL SKILLS

**Hardware:** Cisco Routers, Cisco ASA 5545 Firewalls and 6807,6500/4507/**4500X**/3850 series and Nexus Switches, xDSL, Ethernet, 802.11x Cisco Wireless, T1.5, T45, PPP, POTs, COAX, Ethernet, OCx, Frame-Relay, Network Sniffers (NG), Wire-Shark, **f5, Riverbeds**, Surface Pros

**Software:** Cisco IOS, NXOS, Sun Solaris 10, HP OpenView, MS Office 2007/2010/2016, WINDOWS XP/7/10 Pro, Windows 2000/2003 Server, Microsoft Active Directory, MS Project 2003/2007, AirMagnet, IBM AIX, LINUX, NPMS, NetInfo, PeopleSoft, Multicast, BGP, EIGRP, OSPF, RIP, TCP/IP, SNMP, UDP, ICMP, HSRP, TACACS+, RADIUS, VPN, MPLS, **VSS**, IPVPN, VPLS, VoIP, NAT, IPSEC, Access-list, SPT, 802.1Q Trunking,

### MILITARY

**Communication/Computer Specialist**  
U. S. Air Force & Reserves

### PROFESSIONAL EXPERIENCE

**WEB Computer Services Inc.**  
**Consultant Services**

**webcomputerservices.com**  
**January 2015 – Present**

- [www.WorkMarket.com](http://www.WorkMarket.com)
- [www.UpWorks.com](http://www.UpWorks.com)
- [www.FieldNation.com](http://www.FieldNation.com)
- [www.FieldEngineer.com](http://www.FieldEngineer.com)

**DynTek Inc.**  
**Network Engineer**

**www.DynTek.com**  
**May 2018 – Present**

- Lead Survey Engineer for EPIC turnover for NYCHHC. I was the lead wireless designer using AirMagnet Software with NetScout NICs. I design the AP layout per floor and provide input necessary to satisfy all the customer requirements (ceiling surface, piping issues...etc.).
- Provide the necessary information for the Documentation and Presentation Phase of the Survey.
- The list of hospitals I participated with the EPIC cutover are Coney Island, Bellevue, Metropolitan, Kings County, Montefiore and Bushwick Clinic.
- Participated in Post-Hardware install AP implementation.

**Intech-Group  
Network Engineer**

**www.intech-group.com  
June 2017—Jan 2018**

- Responsible for seven BMS (Bristol Meyers Squibb) sites for BT (British Telecom) refresh and upgrades Cisco Switches and Routers 6807s, 6509s, 4510, 4506, 3850s, Nexus 9504, 9508, 9516.
- Level 2 support for BMS Datacenter with 24/7/365 support.
- Field Engineer for new BMS Datacenter with 24/7/365 support.

**DynTek Inc.  
Network Engineer**

**www.DynTek.com  
May 2016 – June 2017**

- Patch Panel Port Discovery and Documentation using Visio
- Lead Network Engineer for the burn-in and build-out configurations for Cisco 6807s, 4507s, 3850s, 4500X Switches and ASA5545s.
- Lead Network Engineer Rack and Stack of Cisco 6807s, 4507s, 3850s, 4500X switches and ASA5545s. Also, APCs (UPSs)
- Next-Day Support for Cutover.
- Weekly Status Report with Project Manager and Principle Designer.

**InterNetworking Solutions, LLC  
internetworkingsolutions.net  
Network Administrator (Contractor)**

**Dec 2012 – Dec 2015**

- Analyze Cisco Routers 3945, 2600s and Switches **4507, 2960 and 3750 Switches Technology too Implement, Test and Troubleshoot Network** using OSPF, EIGRP and BGP.
- Knowledge to analyze Wi-Fi (Cisco and Linksys), APs, Security (Cisco) and VoIP (Cisco). Have implemented f5 loaders and Riverbeds. Working knowledge of Nexus Technology.
- **Network Maintenance IP Devices at L2/L3, which includes tracking, configuring and upgrades of OS**
- Experience in Desktop Support and testing procedures for equipment rollout.
- Technical Trainer to Support Network Community for the LAN/WAN Technologies.
- Project Lead experience **Network Upgrades**
- **Government Contractor**

**MOAV – New Jersey  
System Administrator & IT Manager (Contractor)**

**November 2011 – December 2012**

- Project Lead on the integrity two Cisco Disparate Network Domain Infrastructures, while creating a third network to migrate current and new users.
- Project managed risks and costs associated with upgrades and new rollouts including but not limited to scheduling. These items were logged into MS Project, to effectively and efficiently view project deliverables timetables.
- Experience working with IP networking, Networking Protocols and understanding of Security related Technologies including encryption, IPSec, VPNs, Firewalls, TACACS+, Proxy Services, DNS, and DHCP
- Experience with Cisco Wireless Access Technology Security, Monitoring, Protection and Detection Products.

**CitiGroup – Warren, New Jersey  
B2B Global Network Services Engineer**

**May 2011 – October 2011**

- Perform network design testing/certifications per CATE and GNAST standards prior to production implementation in a simulated lab environment. Complete all changes task and obtain approval from all necessary change teams.
- Implementation of new and existing Data Center network infrastructure, including the installation and configuration of Cisco routers and switches, Fiber Optic Cabling, Cable Infrastructure and Cat 5 Cabling along with large-site wiring.
- Responsible for opening change request per Service Now application and proving all required config data,

back out data, along with test/verification plans. Must attend weekly BPR review call to discuss all high-risk changes with network review team.

- Perform installation and configuration of Cisco switches, routers, terminal servers, DSU/CSUs, and network management tools for all B2B data center related connectivity and EOL devices.
- Complete turnover documentation on **Service Now** and update all company's systems with the new install information as well as clean up all legacy devices and insure all systems in the environment have been cleaned. Perform system level documentation on client platforms and assist in project tracking and documentation as well as any new updates to existing data center platforms using **Service Now**
- Generate test plans or scripts detailing network related configurations along with verification

#### **Network Integration Engineer (CBNA)**

**January 2009 – May 2011**

- Responsible for interpreting network design testing/certification prior to production implementation for major MPLS rollout of existing frame relay infrastructure to accommodate current business needs of branch offices.
- CBNA Tech Refresh - Voice SRST Testing/VOIP cutover. Responsible for the configuration of Voice FX0 ports on the routers for SRST. (Survivable Remote Site Telephony).
- Perform installation and configuration of Cisco 7500, 7200, 3600, 2600, 2800, Catalyst 6500, 5500, 4000, 3500, 2900.router and switches, for WAN dedicated, ATM, Frame Relay, VPN, GRE/IPSEC tunnels.
- Implementation of new and existing Data Center network infrastructure, including the installation and configuration of Cisco routers and switches, Fiber Optic Cabling, Cable Infrastructure and Cat 5 Cabling along with large-site wiring.
- Responsible for all functions relating to the planning, installation, configuration and operation of banks WAN infrastructure - Monitor network links for performance within set thresholds.
- Implement configurations into companies change management system and insure that all approvals and processes are adhered to compliant with audit.
- Complete turnover documentation and update all company's systems with the new install information as well as clean up all legacy devices and insure all systems in the environment have been cleaned up.
- Perform system level documentation on company's platforms and assist in project tracking and documentation. Generate test plans or scripts detailing network related configurations.
- Provide 3<sup>rd</sup> level support for Troubleshoot and repair network related problems - Identify network configuration and/or performance irregularities. - Develop procedures to respond to these irregularities in a timely manner

#### **Network Integration Engineer (CBNA),**

**January 2008 – January 2009**

- Responsible for the Migration from Frame-Relay and VPN encryption to MPLS and VPN encryption of over 3000 sites.
- Setting up LAN/WAN Configuration and log files for each site prior to cutover.
- Coordinate test plans; communicate findings directly with ISP and CitiGroup Customer Support Team.
- Updating Network Configuration changes for 1<sup>st</sup> (LAN) and 2<sup>nd</sup> (WAN) tier support.
- Implementing Network Cutover from Frame-Relay to MPLS.
- Troubleshooting LAN/WAN cutover issues, which includes Frame-Relay, VPN encryption, MPLS and BGP.
- Test and verify the Health and Network Connectivity of the old and new LAN/WAN network on a Linux Platform.
- Responsible for communicating with the different organization, implement a plan of resolution and possible alternative solutions directly ISP CitiGroup Customer Support.

#### **AT&T – Piscataway, New Jersey**

##### **Provisional Technical Engineer (Consultant)**

**March 2006 – January 2008**

- Responsible for the Technical Support activities relating to the performance of the following IP service offerings, MIS and VPN.
- Responsible for the identification, monitoring, analyzing, sectionalizing and referring of WAN circuit impairments in support of IP services on a Linux Platform.

- Responsible for communicating with the deferment organization; implement a plan of resolution and possible alternative solutions directly with customers.
- Recommends diagnostic tests and possible alternative network configurations based on degree of service impairment.
- Coordinates tests plans, communicating findings directly with customer.
- Develops LAN/WAN circuit design alternatives in instances of excessive, irresolvable impairments.
- Responsible as customer liaison, managing a host of IP LAN/WAN network issues.
- Responsible for router management and configuration, network engineering, subnetting, as well as an understanding of DNS, IP routing protocols.

**Conde Nast Publication – New York City, New York**

**Network Administrator (Consultant)**

**June 2006 – November 2006**

- Responsible for over 1700 end-users including Modern Bride, Jane, Vanity Fair, etc.
- Administer and support mixed platform (PC/MAC) environment over multiple Windows Domains.
- Establish and manage user and e-mail accounts using Exchange Server 2003(PC) and Entourage (MAC); user groups, permissions, etc. Attended two-week intense OS X Networking training course and Cisco IP phone training course.
- Used Simple Network Management Protocol (SNMP) Management Software HP OpenView to monitor network device.
- Troubleshoot MAC OS X native and Classic applications (Photoshop, Quark 5/6 and Suitcase 10).

**Cline Davis & Mann – New York City, New York**

**Network Support (Consultant)**

**January 2006 – April 2006**

- Planned and managed server administration for current, term and new hires. Provided weekly status report to upper management.
- Used Simple Network Management Protocol (SNMP) Management Software HP OpenView to monitor network device, perform capacity planning and network optimization for future growth of the network infrastructure.
- Optimize Future projects for network cutover from Nortel to Cisco router and switches.

References Furnish Upon Request