

Remington Rodriguez

Engineer 3, Excellence in Operations

📞 (608) 555-2741

✉ remington.rodriguez@example.com

🌐 linkedin.com/example/remingtonrodriguez

📍 Madison, WI 53704

STRENGTHS

- 🔧 **Incident Recovery**
During complex routing events, structured diagnostics clarified priorities quickly and helped service teams restore customer connectivity with confidence.
- ♥ **Capacity Planning**
Traffic trends became practical upgrade recommendations, giving engineering leaders clearer timing for infrastructure investment and demand growth.
- 🛡 **Change Control**
Peer review, validation, and rollback planning made production maintenance steadier. Colleagues came to rely on clear implementation notes.
- 👥 **Technical Guidance**
Troubleshooting reviews and FortiGate sessions helped developing engineers reason through difficult incidents, not simply follow a checklist.
- ♥ **Customer Focus**
Service impact stayed central during restoration and maintenance decisions, which strengthened coordination between operations, engineering, and delivery teams.

SKILLS

Routing SD WAN MPLS
Fortinet FortiGate Cisco Meraki
Network Monitoring
Technical Support
Capacity Planning Traffic Analysis
Performance Metrics
Change Management
Network Testing
Advanced Troubleshooting

SUMMARY

Network operations engineer with seven years supporting **high availability** enterprise and **managed service networks** across Fortinet FortiGate, Cisco Meraki, SD WAN, MPLS, and complex routing environments. Builds improvement plans from traffic patterns, monitoring data, performance metrics, and capacity trends, then converts findings into practical infrastructure recommendations. Resolves complex routing, firewall, and connectivity incidents through structured diagnostics, clear prioritization, and disciplined restoration decisions. Plans controlled changes, validates network elements, documents rollback criteria, and protects customer service quality during production work. Provides technical guidance through troubleshooting reviews, runbooks, and knowledge sessions for developing engineers. Collaborates across **network operations**, engineering, and service teams while exercising independent judgment during significant operational events. Brings a bachelor's foundation in computer engineering and a steady focus on reliability, customer impact, and **continuous service improvement**.

EXPERIENCE

Senior Network Operations Engineer

Northstar Connectivity Group 📅 July 2024 - Present 📍 Madison, Wisconsin

Directs operational engineering for a managed network serving more than 140 customer locations. Owns monitoring, **capacity planning**, incident restoration, controlled change delivery, validation, and technical development for a four engineer team.

- Analyzed traffic baselines and alerts, identifying constrained links before customer applications experienced material degradation.
- Led **routing**, firewall, and **SD WAN** incident recovery, preserving evidence for follow up analysis.
- Governed peer reviewed production changes with **validation** steps and rollback criteria for customer services.
- Validated **network elements** through controlled tests covering routing, failover, policy enforcement, and performance behavior.
- Mentored four engineers through troubleshooting reviews, FortiGate sessions, and practical change plan feedback.
- Coordinated service decisions across operations and delivery teams, protecting reliability during significant network events.

Network Engineer II

Lakefront Managed Networks 📅 August 2021 - June 2024 📍 Milwaukee, Wisconsin

Managed enterprise connectivity across branch, data center, and cloud connected environments. Translated incident patterns, utilization trends, and application observations into upgrade proposals, troubleshooting standards, maintenance plans, and clearer operational handoffs.

- Built **SD WAN** and **MPLS** upgrade proposals from utilization trends and recurring application performance issues.
- Resolved route selection, packet loss, firewall policy, and failover incidents using telemetry and device diagnostics.
- Coordinated maintenance with service delivery and engineering stakeholders, reducing disruption through sequenced implementation plans.
- Created **Fortinet** troubleshooting runbooks that gave operations staff clearer escalation paths and diagnostic evidence.
- Supported quarterly capacity reviews by documenting demand forecasts, utilization trends, and infrastructure constraints.
- Validated post change network health through monitoring checks, service confirmation, and documented technical findings.

Network Operations Engineer

PrairieLink Communications 📅 October 2019 - July 2021 📍 Rockford, Illinois

Network Operations

Service Improvement

LANGUAGES

English Native

Spanish Proficient

MY CAREER



● Senior Network Operations Engineer at Northstar Connectivity Group (2.2 Years)

● Network Engineer II at Lakefront Managed Networks (2.8 Years)

● Network Operations Engineer at PrairieLink Communications (1.8 Years)

Monitored regional business connectivity services and developed practical depth across routed WAN operations. Supported alarms, customer impact analysis, approved router and firewall changes, MPLS investigations, incident records, and evidence based upgrade recommendations.

- Investigated network alarms and performance anomalies across routed WAN services, clarifying customer impact quickly.
- Executed approved router and firewall changes under engineering standards, verifying configurations before maintenance closure.
- Used traffic data and device telemetry to isolate congestion and recurring link instability for upgrade review.
- Supported MPLS restoration through command line diagnostics, monitoring platforms, and documented troubleshooting procedures.
- Maintained incident and change records with technical findings, validation results, and customer impact context.
- Progressed from guided fault isolation to independent ownership of routine network events through peer reviews.

PROJECTS

Managed Network Capacity Planning 📅 2026

Built a repeatable capacity review model using traffic baselines, utilization trends, monitoring alerts, and expected site demand. Recommendations helped engineering leaders prioritize infrastructure upgrades before service quality declined.

Fortinet Service Validation Lab 📅 2025

Created controlled validation scenarios for FortiGate policy enforcement, routing behavior, failover, and performance. Testing gave operations a clearer release decision and stronger rollback preparation.

LEADERSHIP & AWARDS

- Recognized as a trusted escalation resource for complex routing, firewall, and SD WAN incidents across managed customer networks.
- Selected to mentor four developing engineers through troubleshooting reviews, change feedback, and FortiGate knowledge sessions.

EDUCATION

Bachelor of Science in Computer Engineering

University of Wisconsin-Milwaukee 🎓 GPA: 3.5 📅 2019 📍 Milwaukee, Wisconsin

Coursework: Computer Networks, Network Security, Data Communications, Systems Engineering

CERTIFICATIONS

- Cisco Certified Network Associate 📅 2020
- Fortinet Certified Professional, Network Security 📅 2025

TECHNICAL SKILLS

- **Firewall Platforms:** Fortinet FortiGate, Fortinet Firewall, Firewall Policy
- **Network Platforms:** Cisco Meraki, SD WAN, MPLS
- **Routing Technologies:** Routing, Route Selection, WAN Routing
- **Monitoring Tools:** Network Monitoring, Monitoring Alerts, Device Telemetry
- **Analysis Methods:** Traffic Analysis, Performance Metrics, Utilization Trends
- **Capacity Practices:** Capacity Planning, Demand Forecasting, Infrastructure Upgrades
- **Change Practices:** Change Management, Peer Review, Rollback Criteria
- **Testing Methods:** Network Testing, Validation, Failover Testing
- **Troubleshooting Methods:** Advanced Troubleshooting, Fault Isolation, Incident Diagnosis
- **Operations Support:** Network Operations, Technical Support, Service Restoration
- **Connectivity Services:** Enterprise Networks, Managed Networks, Customer Connectivity
- **Documentation Tools:** Runbooks, Incident Records, Change Records

PROFESSIONAL AFFILIATIONS

- Cisco networking community participant, sharing practical routing and operational troubleshooting knowledge with peer engineers.
- Fortinet professional community participant, following network security practices and exchanging service reliability perspectives.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST