

Isaac Neal

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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 June 2022 - Present
Tech Innovations Inc. *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 March 2020 - May 2022
CyberSecure Solutions *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 January 2018 - February 2020
Global Networks LLC *Tampa, FL*

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 2016
University of Florida GPA: 3.75 *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

SKILLS

- | | | | |
|----------------------|-------------|------------|---------------------------|
| • Network Management | • DNS | • Infoblox | • Project Management |
| • Cybersecurity | • DHCP | • Bluecat | • Technical Communication |
| • Cloud Services | • IPAM | • AWS | • Monitoring Tools |
| • SaaS Applications | • Cisco ISE | • Azure | • NTP |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST