

Hunter Fitzgerald

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ABOUT ME

Network Engineer II at a fast-paced global medical manufacturing company with Cisco Route/Switch Enterprise, Palo Alto firewall, Citrix Load Balancing, Azure/AWS networking skill sets. I am looking for an opportunity to continue my growth, knowledge, and expertise as a Network and Security specialist.

EDUCATION/CERTIFICATION:

- Certifications:**
- AZ900 – Azure Fundamentals
 - Comptia Security+ SY0-501
 - Cisco Certified Network Associate – Routing/Switching
 - ITIL Foundations
 - Tech901 - HarvardX Coding Certificate

Education:

B.S. Education, *University of Tennessee*

August 2012 – July 2016

Professional Skills

| Cisco | Palo Alto Firewall | Citrix ADC Netscaler | Azure |
|--|---|---|--|
| <ul style="list-style-type: none">● ASR/ISR routing● Nexus/Catalyst switching● Data Center/Remote office topologies● VRF/VDC deployments● Policy based routing● IPSec tunnels● QoS● AAA/TACACS● Logging/Event Manager● SmartNet licensing | <ul style="list-style-type: none">● Panorama orchestration● Security policy creation● NAT policy creation● High Availability● VPN Gateway/Client● URL Filtering● Traffic Monitoring● LAN to LAN VPNs● Zoning – DMZ/Vendor● Azure VM deployment● Event Logging● Control Report/Auditing | <ul style="list-style-type: none">● Reverse Proxy● Content Switching● Virtual Servers● SSL/TLS● HTTP redirects● URL redirects● High Availability● Authentication Frontend● GLSB instances● Azure VM deployment | <ul style="list-style-type: none">● VNET creation● Express Route & VPN Gateway● NSGs● Traffic Manager● Front Door● VNET Peering● Multi-region administration |

Professional Experience

Network Engineer II

December 2020 - Current

Arthrex Inc.

- Administer routing, switching, load-balancing, MDF/IDF power, certificates, DHCP, and cloud connectivity for a global company with 50+ locations in AMER, LATAM, EMEA, and APAC.
- Oversee an offshore Level 1 team of 10 technicians and write SOPs to assist with their day to day activities.
- Design projects encompassing new site builds to site relocations both physically and in the cloud.
- Configure load balancing services in DEV, PROD, and DMZ instances for internal and external customers.
- Assist with firewall security policy, NAT policy, routing, policy-based forwarding, and much more within Palo Alto.
- Deploy redundant technologies such as stacked switches, redundant dynamic routing, tertiary LTE connectivity, and more for highly resilient business SLAs.
- Participate in global change management procedures to ensure business buy in and ITIL change processes.
- Lead POCs for new technologies or functionalities that stakeholders bring to our team for business use cases.

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Associate Network Engineer FHN Financial (First Horizon)

November 2018 – December 2020

- Assist managing the network of 35 physical locations with over 350 employees with a Sr. Network Engineer.
- Interact with Cisco ISR, Catalyst Switches, Nexus Switches, Palo Alto Firewall, and Citrix Netscaler on daily basis
- Responsible for all network configuration deployments, changes, upgrades that are required by either FHN Financial or 3rd party vendors
- Work closely with telecom, exchange, server/storage, software development, and client services team members
- Sit on First Horizon's cybersecurity board where I act as the liaison between the bank and FHN Financial.
- Report weekly cybersecurity news that affects our business or the industry weekly in Change Management meetings
- Attend weekly Change Management and biweekly NOS meetings to collaborate with NOS & Software Development team members
- Participate in yearly disaster recovery practices and 3rd party penetration tests
- Spear-headed 2 Factor Authentication PoC with Cisco Duo

Tier 2 Support Specialist Interactive Solutions Inc.

July 2018 – October 2018

- Resolve more difficult tickets that have been escalated by Tier 1 employee
- Remotely assist 3rd party technicians to fix issues outside of the greater Southeast U.S.
- Designing remote monitoring platform for our telehealth builds
- Assist salesmen with service contract quotes
- Manage the Help Desk preventative maintenance calendar
- Train Tier 1 employees on processes and protocols

Tier 1 Support Specialist Interactive Solutions Inc.

September 2017 – July 2018

- Resolved end user issues as efficiently as possible via phone, email, and onsite troubleshooting with great customer service
- Experienced working in high pressure Telemedicine, Distance Learning, and Corporate environments
- Configured remote monitoring end points used for Telemedicine 24/7 remote monitoring through AMX RMS
- Implemented network configurations and call protocols for Cisco, Polycom, and Crestron codecs
- Routed AV over IP using AMX encoders and decoders
- Formated Cisco and Netgear AVB managed switches
- Edited and compiled Crestron and AMX code to respected controllers or touch panels when needed
- Adjust Biamp and other amp settings as needed to correct audio issues
- Understand signal flow of video, audio, control, and network diagrams

Software Account Manager ServiceSource - Cisco

October 2016 – May 2017

Responsible for Cisco software renewal sales in the U.S. commercial Northeast Territory. I worked with end customers, Cisco partners, account managers, system engineers, and network administrators to ensure that software purchases were done correctly and efficiently.

- Renewed Cisco Call Manager Licenses to upcoming and out of contract customers
- Obtained 121% of FY17Q3 \$3.22 million quota
- Obtained 117% of FY17Q2 \$3.21 million quota
- Upsell licensing through multi-year and upgrade offers for Cisco Voice and Video products
- Designed purchase history reports to present to field and customers using WebEx and Spark
- Trained new international sellers in Kuala Lumpur, Malaysia
- Compiled weekly, monthly, quarterly, & annual forecasts for management within 95% accuracy

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- Operated collaboration, CRM, and forecasting software