

# HUNTER FITZGERALD

## INFORMATION TECHNOLOGY PROJECT MANAGER

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### Objective

Looking to contribute as an I.T. Project Manager in a collaborative environment where my blend of technical proficiency and project management acumen can be applied to lead high-impact initiatives, driving strategic objectives, and fostering team success.

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### Certifications

- Project Management Professional (PMP) – in progress
- AZ-700 - Azure Network Engineer Associate
- SY0-501 - CompTIA Security +
- CCNA - Cisco Certified Network Associate
- ITIL Foundations

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### Experience

#### ARTHREX, INC

##### Sr. Network Engineer | March 2022 - current

- Acted as Network Security's project manager and lead engineer for 47 new site deployments or relocations
  - Architected disaster recovery designs for Category 1 applications to mitigate outages during hurricane season
  - In process of redesigning entire WAN topology that leverages MPLS/DMVPN architecture and cut costs leverage virtual WAN technologies and Internet circuits
  - Pioneered the network team's efforts as the business expanded into greenfield countries and regions; Australia/New Zealand, Chile, etc.
  - Function as Microsoft Azure subject matter expert leveraging constructs such as Traffic Manager, Front Door, VNET Integrations, Private Endpoint, ExpressRoute, VWAN, etc
  - Collaborate extensively with Compute, Storage, Telecom, Cloud Operations teams to ensure their technologies and strategies align with the network's capabilities
  - Lead countless migration and upgrade procedures that are well documented for lower-level engineers to implement
  - Created internal project management documentation for team to facilitate while collaborating with cross functional infrastructure teams
  - Participate in annual budgetary forecasting with management to align fiscal year team projects
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## **ARTHREX, INC**

### **Network Engineer II | December 2020 – March 2022**

- Oversee 70+ global branches ranging from regional headquarters, manufacturing, logistics, and sales offices/campuses
- Administer Cisco ASR & ISR routers, 500+ Cisco Catalyst/Nexus switches, 90+ Palo Alto firewalls, 25+ Citrix Load Balancers
- Implement routing strategies leveraging BGP, OSPF, and DMVPN metrics for control and high availability design
- Attend weekly Change Control board meetings with 300+ I.T. audience for approval
- Create detailed network diagrams that depict site's MDF/IDF connectivity, ISP connections, and tier 1 peripherals
- Support level 1+ engineers as well as offshore contractors with escalated cases

## **FIRST HORIZON NATIONAL FINANCIAL**

### **Associate Network Engineer | November 2018 – December 2020**

- Managed 35 U.S. based locations with over 350 employees in high intensity bond market environment
- Administered Cisco ISRs, Cisco Catalyst and Nexus platforms, Palo Alto firewalls, and Citrix Load Balancers
- Responsible for all network configurations, deployments, changes, and upgrades
- Attended weekly Change Management meetings to present detailed changes to Infrastructure and Software leadership as well as the Chief Technology Officer
- Sat on First Horizon Bank's cybersecurity board where I acted as a liaison between their business and FHN Financial
- Participated in annual disaster recovery efforts that were overseen by 3<sup>rd</sup> party auditing organizations

## **INTERACTIVE SOLUTIONS, INC**

### **Tier II Service Specialist | July 2018 – November 2018**

- Developed a more customer facing role where I was asked to join customer installation efforts
  - Worked in parallel with our top tier customers; Nike, FedEx, International Paper, Smith & Nephew
  - Assisted sales with service contract quote by providing time and materials, inventories, and end of life forecasts
  - Became a subject matter expert in new technologies that the business wanted to add to the portfolio
  - Acted as a point of escalation for Tier 1 associates
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## **INTERACTIVE SOLUTIONS, INC**

### **Tier I Service Specialist | August 2017 – July 2018**

- Experience working in high pressure Telemedicine, Distance Learning, and Corporate environments
- Resolved support tickets via phone, remote desktop software, email, and onsite
- Implemented network configurations and telephony protocols for Cisco and Polycom codecs
- Routed AV over IP using AMX encoders and decoders
- Gained skills in Cisco, Polycom, AMX, Biamp, Crestron, Netgear technologies

## **SERVICSOURCE**

### **Cisco Software Sales Representative | October 2016 – May 2017**

- Oversaw U.S. Commercial Northeast Territory
- Obtained 121% of FY17Q3 \$3.22 million quota
- Obtained 117% of FY17Q2 \$3.21 million quota
- Administered accounts ranging from \$1,000 to upwards of \$300,000
- Collaboratively manage accounts and escalations with multiple personnel: Customer Sales Managers, Account Managers, Product Sales Specialists, Sales Engineers as well as partners
- Upsold licensing through multi-year and upgrade offers for Cisco Voice and Video products
- Created Product Knowledge training manual for new hires
- Trained new international velocity sellers in Kuala Lumpur, Malaysia
- Developed weekly, monthly, quarterly, & annual forecasts for leadership
- Assisted in creating quote templates and quotes for both partners and customers
- Operated collaboration, CRM, and forecasting software

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## **Education**

## **UNIVERSITY OF TENNESSEE**

### **Knoxville, TN | Bachelor of Science – Education | July 2016**

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