

# COLBY PORTER

## Senior Network Engineer

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## EXPERIENCE

### Senior Network Engineer

#### AHEAD (Previously CDI)

- 04/2023 - Present Chicago, IL
- Serves as final point of escalation for network outages and critical incidents
  - Regularly reviews client networks and provides recommendations to improve network performance and ensure best practices
  - Maintains network monitoring, providing quick alerting for outages and historical device utilization data
  - Provides support for client-site and co-location data center network architectures
  - Prepares Root Cause Analysis for outages and provides appropriate remediation for stakeholders
  - Researches, implements and documents changes performed in client environments
  - Provides internal training for network team around network specific resources and their functions in the daily workflow

### Tier II Lead

#### Atlantic Computer Services

- 09/2022 - 03/2023 Wilmington, NC
- Developed, evaluated, and implemented standard operating procedures resulting in a 50% drop in Tier II ticket count
  - Presented regular process improvements during weekly and quarterly reviews
  - Created and delivered company network trainings, equipping team members and clients with the knowledge and skills necessary to manage network infrastructure

### Network Engineer Tier II

#### Atlantic Computer Services

- 11/2021 - 03/2023 Wilmington, NC
- Acted as the first point of escalation for critical network outages, ensuring prompt resolution and minimizing downtime for clients
  - Scoped and led major network upgrade projects and ensured timeline adherence
  - Designed, implemented, and maintained enterprise networks, resulting in improved network performance and increased connectivity
  - Configured and maintained Azure network infrastructure for clients, ensuring optimal performance and availability
  - Managed multi-vendor networks, ensuring seamless integration and optimal performance

### Network Administrator

#### Edge Networks

- 08/2018 - 11/2021 Tyler, TX
- Provided user level support for connectivity and software issues
  - Performed on-site installations of network equipment and client hardware
  - Installed structure cabling for new and old work construction sites
  - Provided access point heatmap documentation for client wireless installation projects

## CERTIFICATION

### Cisco Certified Network Associate (CCNA)

Attained January 2022

### Zscaler Internet Access (ZIA) Certified Support Specialist

Attained October 2024

### Zscaler Private Access (ZPA) Certified Support Specialist

Attained October 2024

## PROJECTS

### Enterprise Core Design

- Served as Project Manager/Lead Engineer for project duration
- Designed high-availability router and core architecture utilizing Layer 2 and Layer 3 redundancy
- Facilitated installation timeline with client and led on-site installation team

### Multi-Site SD-WAN Deployment

- Configured and deployed Meraki SD-WAN solution for Multi-Site organization
- Implemented Subnet Plan to ensure connectivity and easier network management
- Optimized network performance by tuning policies through Meraki QoS and traffic shaping

### Enterprise Wireless Design

- Lead Engineer for wireless network design
- Created access point installation layout and provided verified channel plan to stakeholders
- Conducted comprehensive 'AP-on-a-stick' surveys using Ekahau software and hardware

## EDUCATION

### Bachelors Degree

#### Northwestern State University

12/2013

## SKILLS

Cisco FMC/FTD	Cisco Nexus
Cisco ISR/CSR	Palo Alto SD-WAN
Palo Alto Firewalls	Panorama
FortiGate	Juniper Junos OS
Cisco Meraki	