

# Andrew Ramirez

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## WORK EXPERIENCE

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### AT&T Inc., Charlotte, NC

*Information Systems Engineer, March 2022 – Present*

- Strong technical background in TCP/IP (IPv4 and IPv6), Subnetting, DHCP, DNS, and network configuration
- Experience in managing user accounts for dev, QA and prod servers and created roles for EC2, RDS, and S3. Configured EBS resources to communicate with each other using IAM
- Responsible for launching Amazon EC2 Instances using AWS (Linux) and configuring launched instances for specific applications and regions. Installed applications on AWS EC2 and configured storage on S3 buckets
- Experience in configuring ELB and auto-scaling groups to best fit demand for cloud-based company solutions
- Used firewall/router logs and packet capture software to troubleshoot customer networks
- Use packet capture software to analyze network traffic and system logs

### AT&T Inc., Charlotte, NC

*VoIP Engineer, February 2018 – Present*

- Responsible for maintaining, configuring and troubleshooting Dow Chemical employee IP phones
- Configured over 350 Cisco 7945, 8851 IP Phones & maintain over 20,000 VoIP phones through various sites
- Responsible for the configuration and support of over 30 Cisco Call Managers, 10 Cisco Unity Servers
- Responsible for on-going gateway maintenance and upgrades
- Lead LCM engineer for UCaaS migration MSR files & LATAM
- Experience with engaging & supporting external customers
- Help create staff documentation on lab procedure and protocols

### AT&T Inc., Charlotte, NC

*Junior Web Developer (Internship), December 2019 – February 2020*

- Using Git for version control and collaboration with the dev team
- Develop and support internal AT&T webpages with HTML, CSS, & JavaScript using frameworks such as Bootstrap & jQuery
- Strong communication, critical-thinking, and problem-solving skills
- Experienced with Agile SDLC models

### Cisco Inc., Raleigh, NC

*CALO Lab Engineer, May 2015 – Jan 2016*

- Recreated customer environments and topologies focusing on routing, switching, and data center technologies
- Upgraded software on various routers and switches including iOS, NX-OS, iOS-XR
- Assisted in maintaining all of Cisco's Advanced Services labs, inventory management of over 500-line cards & devices
- Was appointed lead lab engineer for the Latin American team due to my Spanish proficiency
- Created Cisco Docs for lab staff that emphasized troubleshooting, procedures & protocols

## EDUCATION

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### EAST CAROLINA UNIVERSITY

#### Greenville, NC

*B.S. Computer Information Systems & Industrial Technology (May 2017)*

- **Relevant Courses:** Red Hat Enterprise Linux, Cisco CCNA R&S, Security +
- **Awards and Honors:** Cum Laude, Dean's List
- **Extracurricular Activities:** Phi Sigma Pi, ATMAE, Red Hat tutor, Networking tutor

**CENTRAL PIEDMONT COMMUNITY COLLEGE**

**Charlotte, NC**

*A.S Computer Technology Integration & Linux Administration (May 2014)*

- **Relevant Courses:** HTML, CSS, JavaScript, Cisco R&S, Red Hat Enterprise Linux
- **Awards and Honors:** Magna Cum Laude, CPCC Student of the Year – Network Infrastructure
- **Extracurricular Activities:** Phi Theta Kappa Honor Society, Mu Alpha Theta Honor Society, Math tutor