**DUSTIN DANGERFIELD**

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**Professional Summary**

* Skilled network engineer experienced in local and wide area networks (LAN WAN).
* Efficient project management possession and client orientation intuition, analytical thinking, flexibility, adaptability and a motivated work spirit under pressure.

**Education**

* El Centro Community College Associates Degree in Science (2002 – 2005)

**Certification**

* Cisco Certified Networking Associate (CCNA)
* Cisco Certified Networking Professional (CCNP) 300-115 SWITCHING
* ITIL v4
* Lean Six Sigma Green Belt
* Professional Scrum Master I
* PMP (in progress)

**Professional Experience**

**Pier1** (April 2018 – February 2020)

Network Support Analyst

* Install and configure Cisco IP telephony systems through Cisco Unity Connection and Cisco Unified CM admin management applications.
* Configure, support and monitor T1 circuits, telephony operations, Cisco 800 series Routers, Cisco 2960 Switches, Cisco C3750s and Cisco AP’s with in the Pier1 network.
* Managed network traffic flow with applications such as Cisco Identity Service Engine, SolarWinds, Cisco Aerohive, Cisco LAN management Solutions and Cradle-Point Net-Cloud.
* Cooperated with telecom vendors (Granite, Time Warner, AT&T and Verizon) to isolate and resolve network and telephony related issues.
* Facilitate hardware installations and procedures on project rollouts for our corporate office and distribution centers via Cisco 800 routers, Cisco 2960 switches, APC backup batteries, Cisco C3750 48P switches.
* Specialize in network account upgrades with various ISP’s to improve network speeds and functionalities.

**AmTust Financial** (May 2015 – March 2018)

Senior Level Support Agent

* Deployed and installed the data center build out at our Bedford, Dallas, Frisco, Oklahoma City, Houston, Monterrey Mexico and Mexico City locations.
* Headed all international and local network transformation projects in the southern region which included site survey, hardware and software management and point of contact for all asset and technical issues.
* Installation and configuration of wireless access points, routers, switches, windows server and Avaya\Cisco IP phones.
* Installation of single/multiline structural cabling systems to cat 5 and fiber dmark locations.
* Actively worked assigned projects like facilitating and managing controlled asset information for all end user’s hardware in the southern region., also worked with third party venders with installing third party components throughout the data center.

**Cash America** (November 2011 – Dec 2014)

Network Support Technician

* Resolved password and multiple login related issues via Microsoft Server and Active Directory via phone support.
* Monitored T1 circuits, Cisco 800 series Routers, Cisco 2960 Switches and Blue Coat packet shapers for stability.
* Cooperated with telecom vendors (Time Warner, Level 3 and Verizon) in order to isolate and resolve network related issues.
* Created and followed up with the telecom venders to guarantee that the ticket process is well managed from start to finish.
* Helped facilitate hardware installations and procedures on project rollouts via Cisco 800 routers, Cisco 2960 switches, Lexmark printers, scanners, and Dell CPUs.

**Buchanan Technologies** (April 2010 – November 2011)

POS Administrator

* Troubleshot and resolved software related issues to maintain ISP and backup servers in a Linux Susie environment.
* Worked with diverse groups and individuals to meet goals SLAs, establish priorities, and solve complex issues.
* Identified, researched, and resolved POS equipment such as printers, scanners, monitors, pin pads and retails blades.
* Assist departments with various communication problems and network related issues.
* Clearly documented the incidents issues, and troubleshooting steps taken into an incident management system.
* Assisted with problem solving and procedural related questions for stores end of day sales reports.

**Technical Summary**

Platforms: Cisco IOS, Windows, Unix, Linux, SQL, Server 2003, Macintosh OSX, Remedy

Internet: Internet Explorer, Chrome and Mozilla Firefox

Software: Service Citrix, Putty, Active Directory, Cisco AeroHive Cisco ISE

Hardware: 800 series Cisco Router, 2900 series Cisco Switches, Cisco 3750 switches Cisco AP’s

Telephony: Cisco Unified Call Manager, Cisco Unity Connection Admin, Cisco 7841 IP Phones