

# HENRY GATEI

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## Summary

- Successful Information Technology professional with fifteen-plus years of practical experience in network engineering, administration, and management.
- Recognized strengths in leadership, customer service, and the ability to develop and retain relationships with both internal and external clients.
- Able to manage multiple projects through the complete cycle of design, financial proposal, acquisition, implementation, and operation.
- Strong communication skills at both technical and executive levels.
- Consistent managerial success in cross-functional leadership, training, and team building.

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## Highlights:

- Bachelor of Science Degree in Computer Engineering Technology from (Southern Polytechnic State University)
- Over fifteen years of professional IT experience
- Strong troubleshooting and problem solving skills
- Detail-oriented, multi-tasking with strong organizational skills
- Work effectively independently or as part of a team
- NOC Engineer 3/Sr Engineering and Support

## Education:

Southern Polytechnic State University, Marietta, Georgia (BS - Computer Engineering Technology)

## Certifications:

Cisco Certified Network Associate: CCNA #CSCO10328993  
Certified Wireless Network Professional: CWNP ID#CWNP201826  
Certified CheckPoint Security Administrator, (CCSA)  
Certified GPRS Network Engineer, (CGNE)

## Computer Skill Set:

- **Platforms:** Windows NT Enterprise Server and WorkStation in Active Directory Domain, Windows 2K, XP, UNIX Solaris, LINUX.
- **WAN:** MPLS, SONET, frame-relay, Internet ISP, Cisco WAAS acceleration.
- **Routing:** Cisco IOS, BGP, EIGRP, OSPF, CoS, WCCP, DLSw, VRF, IP subnetting and design.
- **Switching:** Cisco Catalyst/Nexus series, QoS.
- **Security:** Cisco ASA, Cisco VPN, AT&T ANIRA NetGate/NetClient.
- **Monitoring and Management:** Solarwinds Orion, NetScout, OpNet, Cisco TACACS, Wireshark, Gigamon, VSS.
- **Wireless:** Cisco WCS 5508, 1142N.
- **Cabling:** twisted-pair, fiber, coax, data center MDF and IDF structures.
- **Business Management:** Oracle E-business Suite, Cognos, HRevolution, Planview, Sharepoint, Visio, CA Service Desk, Microsoft Office. GIS/Clarify

## **Professional Experience:**

### **FIS Global (Fidelity Information Services), Atlanta, GA, January 2012 – present** **Network Engineer, Ceridian, January 2012 – present**

- Member of a ten member engineering team responsible for IT Network engineering and operations in an outsource capacity for five data centers (5000 servers) and 22 offices (4100 users). Scope includes routing, switching, circuits, firewalls, load balancing, VPN,
- dual-carrier MPLS, and related technologies.
- Explore new network technology, recommend strategy.
- Manage vendor relationships, particularly Cisco, AT&T, XO.
- Hands-on technical and diagnostic responsibilities for data and VoIP services:
- Routing, switching, firewall, load balancer
- WAN telecommunications design, build, management
- Packet delivery and performance troubleshooting/analysis - monitoring and tools
- Network environment assessments for design and capacity planning

#### **Current projects include:**

- Cisco Unified Communications upgrade for VoIP/telephony, \$12M
- VoIP expansion to outsource call center partners
- Expansion of data center Nexus 10-gigabit networks
- Monitoring/security expansion - Opnet ACE, Qualys Scan, Trustwave WAF, Zscaler web proxy
- Overseas (Mauritius) office network expansion
- MPLS upgrade and vendor migration
- Internet access upgrades

### **Internap IT Solutions, *internap.com* – Atlanta, GA**

August 2011 - December 2011

#### **Network Engineer Corporate IT Services**

- Head all ongoing IT Project to improve network services
- Design and configure all new data center initiatives and deployment
- Troubleshoot and resolve current network issues including routing, access, and content availability problems.
- Collaborate with other departments to help resolve network problems.
- Currently responsible for Aruba Wireless network deployment in twenty Corporate Locations throughout the United State in an 802.11N environment.
- Audit Wireless Network deployment to implement Security policies to prevent Rogue Access Point and Client from connecting to the Corporate Wireless Network
- The use of Tacacs to control access to the Wireless Network
- Deploy Air monitors to prevent rogue access from accessing the Corporate Wireless Network
- Implement bandwidth control for better throughput throughout the network
- Design Master Controller to manage the entire wireless network though the corporate network in the United States.
- Segment the network to give access to customer and separate Guest traffic from corporate traffic.
- Design Cisco wireless phones for use by the NOC throughout the corporate wireless network
- Continuously conduct site survey to insure optimum traffic control.

- Design and deploy new data center builds to include Data, VIOP, Building management, and Wireless network access.

**Environment:** Applications: Remedy, VMware, Howitzer, Hardware: Cisco routers and switches, Juniper, VOIP Implementation, Aruba Wireless 802.11N

**AT&T Corporation** – Atlanta, GA

August 2006 - July 2011

*Network Design/Network Engineer*

- **Design the AT&T** wireless network to provide customers with the ability to securely access their private Enterprise Network (and optionally other IP networks) via wireless devices that are connected to the AT&T wireless GPRS, EDGE, and UMTS network technologies.
- **CCS Network-to-Network** Connections are established via public Internet VPN, public Frame Relay PVCs and via the AT&T Global MPLS Network.
- **Manage the configuration** and the solution turn up process until completion. Work with AT&T engineering and CCS Customer throughout the test, turn up, and troubleshooting processes to resolve and connectivity issues.
- **Complex routing technologies** such as BGP are used to achieve automated re-routing in redundant Network-to-Network connection configurations. Some customers use static routing for single data center builds.
- **Performed planning**, design and configuration of network elements in the edge, backbone, and customer network. Responsibilities include introducing new points of presence in the network as well as expanding existing sites, planning and designing IP routing infrastructure. Implementations on multiple platforms to include Cisco, Juniper, and Redback. Transports incorporated included ATM, Frame Relay, Private Line, and Metro Ethernet. Routing protocols used BGP, OSPF, EIGRP, and RIPv2. Enhancements including QOS and MPLS for NETVPN.

**Customer Service/Support Responsibilities** provided support to ATT customers ensuring and resolving all ATT customer support related issues. Responsible for customer service support including answering customer queries, problem solving and providing detailed support in a timely manner and closing customer tickets after the issues are completely resolved. Worked with new customers in the development of new accounts and implementation of new systems. Manage telephone calls professionally, efficiently and with good communication skills. Attend to customer questions, issues and concerns immediately, and facilitate satisfactory resolution. Acknowledge and appropriately greet and assist every customer in a timely manner

**Hormel Foods Corporation** - Austin, MN

June 2005 - March 2006

*Network Systems Programmer*

- Project Manager overseeing Network Architecture conversion from Frame/Relay VPN to MPLS/PIP
- Deployed Cisco 4400 WLAN Controllers with Light Weight Access Points and 802.1x Authentication.
- IT Department SME on Core, Distribution, and Access Layer devices. Specific equipment:
  - Cisco 800, 1841, 3700, 3550, 6506, 6509, 2600, 2900,
  - Cisco 1426 IDS, Cisco 1441 IPS/ IDS,
  - Catalyst 3750, 3760-12G, 3550, 3560Poe, Cisco 500Poe
- Protocols : OSPF, EIGRP, BGP, MPLS-PIP
- Maintain 275 Cisco routers, 500 Cisco Switches, and other network equipment.
- Configure and redesign problem network nodes.
- Maintain 112 site to site VPN connections
- Current Deployment: IPSEC VPN, SSL VPN, Nortel Contivity for head quarter and 200 remote sites.
- Daily maintenance and problem resolution of network issues
- Responsible for integrating newly acquired company's IT infrastructure into Hormel's Enterprise Network.

**Environment:** Enterprise LAN, WAN.

**Charter Communications, St. Louis Missouri**

November 2004 - May 2005

### *Network Engineer*

- Configuring Cisco Routers and switches, NOC monitoring and problem resolution, configuring and monitoring Cisco VPN Concentrators.
- Installing and maintaining Wireless networks
- Performed 24/7 NOC monitoring of nation wide network with Denika capacity planning tool.
- CheckPoint Smart Tracker deployed for traffic monitoring.
- Maintained and monitored PIX Firewall and VPN Concentrator for national network.
- Working knowledge of Cisco CSM, BIGIP, and Cisco Content/Storage Locator Director Series Chassis.

### **CITIBANK NA, Jacksonville Florida**

June 2004 - October 2004

#### *Network Engineer*

- Primarily performs analysis of network data to ensure that there is adequate network capacity to meet service levels at new Corporate Campus.
- Responsible for capacity data analysis and preparation of written statement of findings.
- Strong and detailed Knowledge of LAN and WAN networks, including their design, monitoring, performance troubleshooting and tuning.
- Install high end Storage Area Networked environments utilizing Cisco 6509 CSM and BigIP

### **Georgia Technology Authority - Atlanta, GA**

July 2002 - May 2004

#### **Senior Data Network System Analyst**

- Monitor, test, analyze and troubleshoot statewide Enterprise Wide Area Network (WAN) to accomplish proactive trouble avoidance and maintain integrity of router data network on an ongoing basis. Track trouble calls which have been escalated from other areas on routers, switches, bridges, multimedia communications equipment, and the data and WAN communications networks. Troubleshoots problems to the component level.
- Extensive use of the following equipment to test both analog and digital circuits, to include T1, and Fractional T1,
- FireBerd MC6000 Communications Analyzer, T-Berd 224, Fire-Bred 6000A, and HP-4934A Analog Circuit tester
- Scope of responsibility included: Cisco 7513, 5500, 2900, 2600, 4000, 6500 Pulsecom OCU, Bellsouth Smartjacks, General Datacomm CSU/DSU, Modem Racks, and various other network equipment and peripherals.
- Software: Peregrine Service center for trouble ticket tracking, Tracker for circuit research database, inter-mapper for network monitoring, and CMC for BellSouth circuit monitoring and troubleshooting on a Solaris platform.

**Environment:** Enterprise NOC utilizing the following technologies and equipment: WAN/LAN, Sprint Global Interconnect, BellSouth National Frame Relay. PeachNet Regional Fiber InterConnect, Cascade frame relay switches Cisco 5500, Cisco 7507, 7513 platform network, Gigga bit switches, Token Ring, Summit Ring, OSPF, BGP, RIPV2, Frame relay ATM Links, High speed serial interface links, POP, Nortel VPN Switches

### **Senior Network Engineer**

September 2001 - June 2002

Provided services for various companies. Duties included:

- Troubleshoot and setup Broadband Cable equipment
- Deployed Wi-Fi infrastructure utilizing 802.1xs with Radius and AD Authentication.
- Deploy Cisco 350 Wireless Bridge to provide connectivity to a remote office for Sales.
- Use FTP to transfer Remote Hub configuration
- Troubleshoot remote switches and hubs via telnet
- Use Telnet, ping, and trace route utilities to troubleshoot internet connectivity problems
- Cisco routers and switch configuration
- Troubleshoot customer HTTP, HTTPS, and DNS problems
- Perform network lab testing of emerging technologies and Level 2 Help Desk

- Install High performance Dell Intel Storage Racks.
- Perform upgrade on HP, Sun & IBM server hardware and Windows and UNIX OS's

**Broadriver Communications, Alpharetta, GA**  
**Manager - Network Capacity Planning**

July 2000 - August 2001

- Designed the addressing scheme, and developed the standard procedure for obtaining, logging, tracking assignment and reassignment of IP Addresses; while maintaining a registry with ARIN (American Registry for Internet Numbers).
- Responsibilities included the analysis of all new client networks, coordinate turn ups with NOC technicians, customer and CLEC, perform network capacity planning with traffic engineering data obtained from Info Vesta.
- Implement Arin compliance for customer and partner networks.
- Responsible for implementing an 802.11b wireless LAN for internal use by BroadRiver employees with 802.1x Radius Authentication.
- Created object range on a checkpoint firewall database on UNIX Solaris platform to grant access to customer network and database management as well as performed network testing.
- 24/7 Level 3 support to include, Technicians, Engineers, Plan Managers, Engineer Managers for all escalated issues.
- Clarify used to track all trouble tickets and perform follow up until all issues are resolved to include routers, switches, bridges, Multi Media communication equipment, data and WAN communication Network.
- Troubleshoot to component level to include: customer router, switches, bridges, hubs/repeaters, TCP/IP, data, multi-media and customer access systems.
- Developed network range for customers and coordinated customer turnups for VOIP with Cisco 2424 integrated network device.
- Used IAD to implement QOS for VOIP and IP.
- Designed and implemented IPV4 addressing scheme using VLSM and CIDR for entire Network deployment thus enabling Broadriver to qualify to receive global address space from ARIN.
- Managed routing registry updates with Level3 and ARIN, by creating network range object on CheckPoint Firewall database to grant access to customer and partner networks.
- Evaluated customer network topologies as to make technical recommendations to optimize performance.
- Support engineering solutions for lab activities as well as daily operations and maintenance, system resource allocation, reconfigurations, new business support to include engineering of new solutions per customer requirements.

**Environment:** Enterprise NOC utilizing the following technologies and equipment: Cisco 7507, 7513, B SPDx, Frame Relay Cascade Switch, 5505, 5509, 2600, 3660, 12000, PIX2 /4 Firewall, 12000, 3comm switches, Bay Network, Zyxel DSL Modems, Arescom DSL, SMC Barricade, Magnum 3000 managed hub, Digital link T-1 DSU.CSU, Synoptics Fiber hub, Cisco 2500, 4000, NT 4.0 back office, UNIX Sun Solaris and Linux servers and work stations, Windows, 95,98,2000, NXP, disaster recovery/Cobra, TCP/IP, IPX, RIP, IGRP, EIGRP, OSPF, BGP, HSRP, MPLS, IPV4/6, data Multi Media: IAD, VOIP.

**MCI/WorldCom/Gridnet/UUNET, Roswell, GA**  
**IP Network Systems Engineer**

September 1999 - June 2000

- Worked with seven member Engineering team responsible for 24/7 maintenance of a 29 Super Node national ATM Frame-relay Network, which utilized core and remote Catalyst 5000/5500 Family Switches, Cisco 7500 Series Routers, Cisco 2500 Series Routers, and B-STDx Frame Relay backbone switches and other various network equipment.
- Coordinated network projects, offered network solutions, provided technical specifications, developed plans for network connectivity, developed network drawings and provided appropriate router configurations to customers for Internet Access turn-up and applied specific ACL based on customer territorial region.
- Granite used to track trouble tickets and Nortel GIS on Solaris through to resolution to include: routers, switches, dial up platform, firewalls Pix2/4, bridges, multi-media, data, IPX.

- Troubleshoot entire frame relay backbone network of the component level which included: fiber rings, TCP/IP, and network peripherals.
- Analyzed, monitored and tested multi-media for various clients to include sales presentations in Internet video format, interactive video of Telephony .IE. MPEG, MPEG2, MPEG4, JPEG, QuickTime.
- Analyzed and troubleshoot IPSEC and VPN to give customers secure access.
- Implemented OSPF, BGP, RIP, EIGRP, IGRP and HSRP Network protocol.
- Troubleshoot and maintain once systems were installed - remotely by utilities such as: Telnet, FTP and various other utilities.
- Administered and managed IPV4 network address space for global customer and private IPV4 address space.
- Performed daily updates based on firewall data rules via Cisco PIX firewall.
- Managed daily backup on firewall configuration data and maintain Enterprise class storage.
- Provided 24/7 third level support and assistance to NOC staff of 21 technicians, as well as provide technical training.

**Environment:** Enterprise NOC utilizing the following technologies and equipment: WAN/LAN, GRIDNET Cascade frame relay switches, Cisco 7507, 7513 Platform network, Gigga bit switches, Summit Ring, OSPF, BGP, RIP, IGRP, HSRP, Frame relay ATM Links, High speed serial interface links, POP, Multimedia, VPN, data,

**Elastic/Nortel Networks - Alpharetta, Georgia**  
**Network Systems Engineer - Professional Services**

May 1998 - September 1999

- Analyzed, monitor and network tests. Facilitated configuration and installation of the entire Etherloop System for customers throughout North America. Duties included: Devise and implement integration of Etherloop system into customer's existing network topology, configuration of Unix (Linux) Box, Network Service System, Hub Shelf, CPE and CO Modems, telephony connections and Internet Access through Cisco 2500 or 4000 Series Routers connected to Telco via T1 links and perform basic Telco and data wiring.
- Maintained and test all multi-media which included: MPEG, QuickTime, Jpeg, video conferencing, Internet video sales presentations IE for hotels, Sprint research facilities and inter-active web pages for promotions.
- Over 40% travel performing site surveys using Spectrum Analyzer to perform loop analysis on existing telephone lines as well as performed technical analysis of end-user facility and equipment.
- Integration of Telephony installation with Etherloop Systems Control to enable the use of existing telephone lines to simultaneously receive voice and internet capabilities through Cisco routers.
- Edit Perl script file to make customer specific changes.
- Conduct C ++ code regression test for sanity in the Unix Linux environment.

**Environment:** LAN/WAN, Multimedia, Routers, T-1, switches, data, DSLAM, DACs

**Compaq Computer Corp. - Houston, Texas**  
**Project Engineer - Consumer Division**

November 1997 - April 1998

- Project Manager overseeing assigned consumer computers (Presario Sub1000 PC Line), which entailed development of performance metric for integrated specifications for global Consumer division.
- Analyze, test and trouble shoot Presario sub 1000 PC line.
- Lead liaison between (3) key teams: Hardware Design, Software Testing and Lab Technicians to organize and delegate various project responsibilities and assignments within each team.
- Review product requirements to ensure feasibility and participate in early planning stage to ensure industry standard and achievable design requirements.
- Evaluated and validated new designs of consumer computers by reviewing test plans, MRD, BIOS and design specifications.
- Coordinated PC9x compliance review with design teams and documented problems through the defects database and engineering advisory report and supervised WHQL certification process.

Test new computer design with various platforms including, UNIX, OS/2, Windows 95/98 and Windows NT 4.0.