

JESUS SANTIAGO

Lake Mary, FL | 786-647-4662 | santiagojesus22@yahoo.com

Certifications: CCNA | Security+ | CPCP

SUMMARY

Security-focused Network Engineer with 5+ years of experience managing, securing, and optimizing enterprise network infrastructures. Proven success in network design, routing/switching, firewall management, and automation across Linux, Windows, and cloud environments. Skilled in troubleshooting complex network and security issues using industry-standard tools and best practices.

TECHNICAL SKILLS

Networking: TCP/IP, VLANs, Routing/Switching, DNS, DHCP, SNMP, QoS, NAT, VPN (IPSec, SSL, OpenVPN)

Security: Firewall Administration (FortiGate, SonicWall, pfSense, OPNSense), IDS/IPS (Suricata), SIEM (Trend Micro, GVS), MFA (Duo), Vulnerability Auditing

Systems: Windows Server (2016–2025), Linux (Alma, CentOS, Debian, Ubuntu, Rocky), KVM, VMware, Hyper-V

Cloud/DevOps: AWS, Ansible, Jenkins, Apache, Nginx, Plesk, WHM/cPanel

Scripting & Tools: Python, Bash, PHP, Wireshark, Jira, Confluence, PhraseExpress

Databases: MySQL, MSSQL

Protocols: DOCSIS 3.0/3.1, OSPF, BGP, Ethernet, Fiber

PROFESSIONAL EXPERIENCE

Spectrum Enterprise — Tier II Network Support Engineer | Orlando, FL | Apr 2025 – Present

- Diagnose and resolve complex DOCSIS 3.0/3.1 and fiber network issues for enterprise clients.
- Perform VLAN tagging, static IP routing, and CPE integrations across managed networks.
- Collaborate with Tier III Engineering and NOC to remediate CMTS and transport-level faults.
- Utilize Wireshark and SNMP tools to troubleshoot routing and signal integrity issues.
- Mentor Tier I technicians, improving network reliability and response time.

Atlantic.Net — NOC Analyst / Project Engineer | Orlando, FL | Sept 2023 – Mar 2025

- Managed and secured multi-tenant environments across cloud, virtual, and dedicated infrastructure.
- Administered firewalls (FortiGate, SonicWall, pfSense) and VPN configurations (IPSec, SSL-VPN).
- Automated system operations with Bash and Python, reducing manual workload by 30%.
- Conducted vulnerability scans (GVS, Suricata) and implemented remediation plans.
- Configured DNS, SSL, and load balancing for enterprise clients.
- Managed KVM and VMware-based virtualization, optimizing system scalability and uptime.
- Authored SOPs for infrastructure management and security compliance training.

Akerman LLP — Tier I IT Support Specialist | Maitland, FL | Feb 2021 – Sept 2022

- Provided technical support for 500+ end users, maintaining uptime and security compliance.
- Assisted with Active Directory provisioning, Citrix workspace issues, and endpoint management.
- Implemented secure data handling procedures and enforced company IT policies.

Dell Technologies — Tier I Technical Support Specialist | Lake Mary, FL | Jan 2020 – Feb 2021

- Supported hardware and software troubleshooting across enterprise client environments.
- Managed BIOS/firmware updates, imaging systems, and configuring secure OS deployments.

JEG & Sons, Inc. — Junior IT Administrator | Aventura, FL | Mar 2019 – Dec 2019

- Installed and configured networking components, user accounts, and software packages.
- Administered user access control and system patching to maintain network integrity.

EDUCATION

Florida International University — Bachelor of Arts in Computer Science

Miami Dade College — Associate of Arts in Computer Engineering

- Phi Theta Kappa Honor Society • Microsoft Office & C Programming Certified

PROJECTS

- Built a secure multi-VM home lab with pfSense firewall, VLAN segmentation, and VPN tunneling.
- Developed Bash/Python scripts to automate server health monitoring and patching.
- Configured self-hosted Plex platform using Cloudflare reverse proxy and HTTPS security.

REFERENCES

Available upon request.