

Darrell Brooks

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• darrellrbrooks.com

Sr. Infrastructure Engineer

- 17 years of full-stack IT experience in demanding customer service environments that require timely response, empathetic understanding, and creative solutions.
- More than 15 years of IT leadership experience leading various security, network, and server related projects along with managing a group of IT engineers, administrators, and technicians in routine IT tasks.
- A team player whose excellent leadership and communication skills have led to the successful completion of 100s of high-impact projects while reducing need for outside consultants which saved over \$500,000 a year.
- Highly motivated, diligent, and precise network and systems engineer with experience working with a variety of different computer and networking systems.

WORK EXPERIENCE

Think Network Technologies/IT Voice • 03/2014 - Present

Infrastructure Manager/Engineer

- My direction and engineering skills helped Think grow their infrastructure and project practice with increasing revenues year over year, consequently helping us to win Colorado's Top Companies to Watch and be listed in the top 200 Colorado Private Companies.
- Ensured Think was always offering the best product offerings for each major IT infrastructure category for our customers by staying up to date with the latest technologies, testing and labbing them, and then developing price points that worked for us and the customer.
- Mentored members of our professional services team through leading regular technical trainings, consulting on projects they were leading, and guiding engineers to solutions on escalated issues which allowed them to be able to grow, gain promotions, and take on more responsibilities.
- Advocated for and implemented automation for configuration of a variety of platforms including Meraki and Cisco, which reduced onboarding times and initial setup of new customer networks from 5-7 hours to 5-10 minutes.

Sr. Network Engineer

- Project manager and lead network engineer for all medium business and enterprise customer projects in network, security, server, and VoIP.
- Acted as a Tier 3 escalation point for the service desk for all customer issues that were not resolved by lower tiers ensuring that difficult issues were solved efficiently leading to high customer satisfaction with a CSAT of 99%.
- Led sales engineering activities on larger customer projects that required my expertise which allowed Think to tackle larger, complicated projects that helped increase revenue by 300%.

Inn of the Mountain Gods Resort & Casino • 02/2006 – 03/2014

IT Network Manager

- Responsible for the entire IMGRC network operations including the LAN, WAN, main data center, and remote site data center.
- Coordinated with the IT Director to ensure that long term and short-term goals and projects of the IT department were successfully completed on time and within budget.
- Led and engineered many large-scale infrastructure projects starting from the design and architecture phase to project planning, and on through to implementation and final completion. This enabled the IT department to eliminate all outside consultants which saved over \$500,000 a year.

IT Security Manager

- Worked with the other IT Managers, the IT Director, and both external and internal auditors to ensure that the network was continuously protected from both external and internal threats.
- Created written policies and procedures to ensure proper auditing and access controls were implemented to create compliance with both Sarbanes Oxley and PCI regulations.
- Implemented security policies and procedures by configuring and monitoring a wide variety of technology, including Cisco, Microsoft, Symantec, Qualysguard, and NetIQ products.

Network Admin II

- Worked as lead network administrator, providing direction and support to the other network admins and technicians during critical projects to ensure successful completion.
- Installed, configured, and upgraded Cisco products, such as routers, switches, firewalls, wireless access points, ATAs, and IP phones. Administered Cisco Call Manager system with 1000 phones and resort PBX system.

EDUCATION

B.S. In Computer Science

New Mexico Tech • Socorro, NM, USA • 01/2001 – 12/2005

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)

Cisco Certified Network Associate: Voice (CCNA:V)

Cisco Certified Network Professional: Enterprise Networking (CCNP: Enterprise)

Cisco Certified Network Professional: Security (CCNP: Security)

Systems Security Certified Practitioner (SSCP)

Certified Information Systems Security Professional (CISSP)

AWS Solutions Architect Associate

SKILLS

Networking: Cisco routing and switching, Meraki MS, HPE, Aruba, Dell PowerConnect/N Series, Cisco Wireless (AireOS and IOS-XE), Meraki Wireless (MR), Wireshark, Packet analysis, Dynamic routing protocols, OSPF, EIGRP, BGP, Trunking, Dot1q, Spanning Tree (STP), VTP, VLANs, SD-WAN, MPLS, QoS, VRFs, VRRP, HSRP, SNMP

Security: Cisco ASA and FTD, Meraki MX, Sophos FW, Sonicwall, Fortigate (some), Palo Alto (some), OpenVAS, Qualysguard, NetIQ Identity and Access Management, Nessus, RapidFire Tools, Cisco ISE, AnyConnect VPN, IPsec, RADIUS, DUO MFA, Umbrella, Veeam, PCI, Sarbanes Oxley, Cisco ESA, TACACS+, Security Program Management, Disaster Recovery and Business Continuity, Working with Auditors, Policy and Procedure Development

Automation: Python, Meraki SDK, Ansible, REST APIs, Postman, Netbox, Cisco CUCM/CUC REST/ SOAP API, JSON

Cloud: Amazon Web Services, Core AWS services, AWS networking, TGW, VGW, Peering, Direct Connect, EC2, VPC, Security Groups, Cloudtrail, Cloudwatch, ELB, KMS, S3, Migration Services, Guard Duty, WAF

Servers: Cisco Unified Compute System (UCS), Dell, Windows Server, Linux, Mac OS, HPE, Cisco HyperFlex (HX), vCenter, VMWare ESXi, HyperV

Storage: EMC Avamar, EMC SANs, Dell Equallogic, Dell PowerVault, iSCSI, Cisco MDS/Nexus Switches, Cisco HyperFlex (HX), HPE StoreOnce, Fiber Channel

VoIP: Cisco UCM, CER, UCCX, CIMP, CUC, 7XXX and 8XXX handsets, SIP, MGCP, POTS

Soft: Team management and development, project management, pre-sales engineering, sales and architecture consulting, vendor management, webinar and training