TRENT CANNON LAWRENCE

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**TECHNICAL SKILLS**

* **Certifications**: Cisco CCNA, Cisco CCENT, CompTIA A+
* **Hardware**: Cisco Router & Switches, Dell iDRAC, Ubiquiti EdgeMAX,
* **Software**: Wireshark, Observium,Thruk, OpenNMS, Anritsu, Splunk, Grafana, vSphere, MS AD
* **Operating Systems**: MS Server 2016, ESXi, Linux, Cisco IOS, StarOS, Checkpoint GAiA, F5 BIG-IP
* **Protocols**: VRF, BGP, STP, GRE, DNS, FTP, TFTP, SSH, TELNET, RDP, VPN, QoS, VLAN, IPv6

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**PROFESSIONAL EXPERINECE**

**Cisco Systems Network Operations Engineer**  **5/2016–Present**

**Alpharetta, GA**

* Provides 24/7 monitoring and support for internal departments and external customers to troubleshoot problematic systems or trends.
* Provides a leadership role in resolving service impacting incidents.
* Meets very aggressive network availability, MTTR, and ticket handling objectives while providing hands-on leadership during network incidents. This includes leading recovery efforts, assigning recovery tasks, documenting resolution details, troubleshooting and problem-isolation, effective and timely escalation, and performing corrective actions by restarting problematic nodes when required.
* Actively troubleshoots network connectivity issues via console on Cisco routers, switches, security appliances, and F5 load balancers, ensuring Layer 2/3 end to end connectivity. This includes ensuring successful BPG peering over VRF-Aware IPsec tunnels, and confirming nominal packet traversal.
* Performs log file analysis and correlation to isolate potential issues and validate corrective actions.
* Detects potential database issues and correlating locks to specific blockers, via log analysis and predefined monitoring tools.
* Monitors 3G and 4G elements including GGSN, PGW, HLR, HSS, ITP, DRA, and proprietary software-based nodes.
* Communicate directly with ~~i~~nternational partners for prompt resolution and reduced MTTR when congestion or link instability is observed.
* Monitors and verifies F5 pool member health, conducting log and process analyses on unhealthy pool members, and taking corrective actions to restore nodes to a healthy state when necessary.
* Assists in collecting network data to validate and correlate assumptions.
* Provides real-time communication internally and externally.
* Works with wireless carrier partners to assist in identify interactions between their network, the Cisco network, and customers’ devices.
* Collaborates directly with designers, developers, program managers and network quality testers.
* Ensures successful maintenance activities by verifying approved MOPs, and follows closely to ensure MOP implementation and verification steps are performed within the framework of the approved MOP.

**Office Depot Operations Manager 5/2013–4/2016**

**Stone Mountain, GA**

* Maintained loss prevention compliance, store visual and merchandising standards.
* Facilitated training by providing positive and constructive feedback, and the appropriate level of coaching required as a Lead.
* Performed a Leader on Duty role by proactively engaging with customers to exceed their needs and work to generate revenue by driving a sales culture.

**Lokoservers.com Systems Engineer 1/2014 – 4/2016**

**Stone Mountain, GA**

* Implemented and manage VSphere environment that includes multiple datastores and vCenterServer.
* Provision resource pools to customers, assigning roles and permissions and configuring pools based on purchased configuration and hardware utilization, maintaining optimal disk, cpu, and memory utilization.
* Installed, configured, and maintain a PRTG network monitoring solution, providing real-time monitoring of ESXi hosts, virtual machines, and network links.
* Provide support for guest virtual machines throughout our network, including both Windows and Linux-based hosts.
* Maintain Sophos UTM Firewall to provide NAT firewall access to our private vRack.

**Vapor International Volunteer 1/2012–1/2013**

**Columbus, GA**

* Selected and installed a surveillance system tailored to enhance existing loss prevention and worker productivity efforts.
* Maintained and provided support for a CCTV 5 camera DVR system with remote access capabilities.
* Diagnosed and repaired computer and technology-related equipment.

**CravCo Inc. Assistant Manager 4/2010 - 2012**

**Augusta, GA**

* Responsible for ensuring quality, service, cleanliness and value to our customers through the successful management of human resources, finances, and inventory.
* Foresaw potential problems before they developed, taking preventative corrective actions.
* Maintained a positive work environment, building trust and respect with my employees.
* Responsible for counting cash and making bank deposits.
* Maintained a computer database for product loss due to waste.

**The Times of Central Asia Assistant Editor 8/2008- 05/2009**

**Bishkek, Kyrgyz Republic**

* Revised and optimized individual articles and the format and placement of articles within the newspaper.
* Analyzed and collected relevant news reported by other news organizations.
* Launched an internet sales division designed to sell antiquities maintained by local antique dealers.
* Negotiated contractual terms with local dealers.
* Created a database of products for sale at prices I negotiated through local dealers.

**MK International Instructor 10/2008-05/2009**

**Bishkek, Kyrgyz Republic**

* Developed and led a Travel Abroad program.
* Researched and instructed proper interviewing techniques that resulted in a high success rate among students.
* Prepared and taught vocabulary and language courses.

**DialAmerica Marketing Sales Representative** **8/2007-7/2008**

**Athens, GA**

* Persuaded callers to purchase a wide variety of products by analyzing their needs and offering appealing solutions.
* Mentored and trained new employees.
* Assisted supervisors in accomplishing important, time sensitive tasks.

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**EDUCATION**

**Georgia Military College May 1, 2003**

* **Cadet, member of both the Dean’s and President’s list for outstanding academic achievement.**

**The University of Georgia May 10, 2008|**

* **B.B.A in Finance - Member of the National Society of Collegiate Scholars honors society.**