



Zach Malmgren

1301 W. Jefferson, Morton, Illinois 61550
520.305.9987 (C)
zmalmgren@gmail.com

PROFILE

- CCNP / CCNA Certifications, MCSA (Windows 2003), MSCE (Windows NT 4.0).
- Knowledgeable in multiple routing protocols, Cisco hardware and security practices.
- Experienced in OSPF, BGP, VSS (Virtual Switching System), Pix & ASA firewalls, Dynamic & LAN-to-LAN VPNs, 6500, 4500 & 2900 (stack) Series Switches, 3800 & 7200 Series Routers with ATM and Clear channel DS-3 modules.

EMPLOYMENT

Netech, Peoria, IL 2011-Present

Systems Engineer, Cisco VAR

- Position requires strong interpersonal relationship skills for interfacing with client requests, managing vendor relationships, supervising escalation issues, and communicating effectively with all parties to ensure smooth transitions through project milestones.
- Required to be subject matter expert for client facing projects on a variety of protocols, hardware platforms, and design best practices.
- Able to work independently in a home-office environment while communicating with clients and co-workers on a variety of issues and projects.

Affina, Peoria, IL 2005-2011

Senior Data Network Administrator

- Manage six remote locations, one internationally, connected via full and fractional DS-3 on an AT&T provided MPLS backbone supporting over 1500 hosts.
- Solely responsible for the installation, maintenance, backup and configuration of all corporate Cisco equipment including over 25 routers, 20 layer 3 and layer 2 switches along with 8 Cisco PIX and ASA firewalls and 4 VPN concentrators. Our company handles call center applications and services for over 50 clients including Hitachi, Toshiba, Dex, SBC / AT&T, Ryder, Colgate, Clorox, and many more. All clients require VPN or other such connectivity which results in a dynamic and ever changing network that requires decisive troubleshooting while still maintaining the integrity and security of our corporate and client networks.
- Moved our network from a single OSPF environment to a multi-area OSPF environment with BGP used between sites.
- Migrated remote site connectivity from VPNs over T1 lines to full and fractional DS-3 to support more robust applications, including VoIP, and to simplify the network design and future growth as well as cut costs for leased lines.
- Implemented Quality of Service on all WAN links by marking all incoming traffic with the appropriate DSCP codes, reducing the size of the TX-Ring (hardware queue) to minimize delay and jitter, and creating the appropriate queues for outbound traffic including an LLQ for VoIP.
- Performed an Internet access upgrade where the company moved from each site having T1 Internet access to a multi-vendor 45Mbps DS-3 connection at a central location utilizing BGP for failover which required the petitioning of ARIN for direct assignment of IP address and AS numbers.
- Made myself available as a resource for non-technical staff to understand the repercussions of proposed solutions, future client services, and general problem reporting so that they could accurately communicate issues with other non-technical staff and resources.
- Regularly worked with client's technical staff to establish and troubleshoot connectivity.

- Dynamic Graphics**, Peoria, IL 2005-2005
Senior Systems Administrator
- Managed Cisco routers, Pix firewalls, and switches in multiple international locations connected via VPN and full DS-3 Internet connectivity.
 - Administered Cisco Local Director hardware to manage load balancing for a Windows Web "farm" and Linux database back end.
 - Upgraded the organization from a Windows NT 4.0 single domain structure to Windows 2003 server with Active Directory.
 - Managed Windows NT 4.0 and 2003 servers including user and group access, IIS, Policies and security.
- Affina**, Peoria, IL 1999-2003
Senior Systems Administrator
- Migrated company from static routes to a single area OSPF implementation.
 - Pulled managed Internet services (including firewall maintenance) from our vendor AT&T and brought them "in house" with locally managed Cisco routers and Pix.
 - Provided connectivity support to a growing number of clients initially via Frame-Relay and point-to-point connections with VPN connectivity becoming more prevalent as time went on. Security was typically managed by two-way access lists on 2600 series routers or on Pix firewalls.
 - Administered Cisco Routers / Switches / Firewalls. Duties included Extended Access Lists, Static Routes, OSPF (single area environment), setting connection duplex and speeds, and Spanning Tree configurations, VLANs, NAT (Network Address Translation), and security.
 - Developed web interface in ASP via VBScript to centrally create and delete user accounts, home folders, logon scripts, and shares.
 - Managed 120+ Windows NT / 2000 servers & 2000+ workstations in a multiple resource domain model in 5 different sites over WAN links.
 - Managed WINS and DHCP servers.
 - Managed Exchange Server 5.5
 - Worked with Microsoft and HP under a joint-development-project "rolling out" Windows 2003 Server with Active Directory and Exchange 2000/2003.
- CILCO**, Peoria, IL 1998-1999
Network Administrator
- Shared responsibility for CISCO routers 1600, 2500, 2600, & switches 1924, 2900, 5500
 - Managed administration of 35+ Windows NT servers & 1200+ workstations in a single domain model in 15 different sites over WAN Links
 - Assisted in conversion from Token Ring to Ethernet
 - Migrated Novell 3.X & 4.X servers to Windows NT 4.0
- DRA Software Training**, Peoria, IL 1997-1998
Network Engineer
- Assisted in laying Category 5 UTP cable for 10Mbps Ethernet network
 - Ordered, installed and organized patch panels in "server room" for easy identification of wires and locations
 - Aided in conversion from Novell 3.x servers to Windows NT 4.0 servers
- America Online**, Peoria, IL 1995-1996
Quality Control Specialist
- Monitored Technical Representatives as they took customer calls and rated them on their technical accuracy and customer service skills. Trained Representatives on how to lower call times and increase customer satisfaction. "Grade" given to representatives directly affected annual bonuses.

CERTIFICATIONS

CCNP	2008
CCNA	2000
MCSE	1996