






ANDRES KEEN

Network Engineer

CONTACT

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[Github](#) 

EDUCATION

Bachelor of Science
Information Science
Boston College
Boston, MA
September 2008 - April 2012

SKILLS

TCP/ IP Networking
Cisco NEXUS / ISE / Prime (WiFi)
FortiManager & FortiGate
Amazon EC2 & Direct Connect
Routing protocols - BGP, OSPF,
ECMP, MPLS

CERTIFICATIONS

Cisco - CCNA
Microsoft - MCITP

WORK EXPERIENCE

Senior Network Engineer

NewOak / January 2015 - current / Brooklyn, NY

- Streamlined the process of troubleshooting and monitoring LAN/WAN activities leading to an improvement in up-time of 23%
- Charged with building, configuring, installing, managing, and monitoring networking and IP telephony infrastructure related hardware and software
- Improved the response time to incoming incident response tickets by 12% through an automated process that assigns a ticket to the most qualified network engineer for that specific ticket
- Built out technical documentation for our processes and infrastructure leading to a reduction in on-boarding of 2 days for new network engineers
- Led weekly "lunch and learn" sessions to instruct other engineers on best practices around switching, routing, DNS, and IP addressing

Network Engineer

Libro.fm / April 2012 - January 2015 / Miami, FL

- Drove operational efficiency improvements which resulted in an increase in network efficiency of 9%
- Worked closely with leadership team to improve wired and wireless network infrastructure resulting in an uptime of 99.99%
- Led the expansion of the network into 8 new countries in Europe
- Reviewed, audited, and on-boarded external vendors into our network to handle billions of concurrent network requests
- Led a team of 2 full time employees and 1 contractor
- Implemented regular alerting and monitoring of network performance which reduced network down-time by 6% through quicker response times
- Worked with clients to build robust firewalls using FortiManager and FortiGate to enable employees to seamlessly work from anywhere while accessing critical resources