

Daniel R Meyer
2642 Clearview Avenue
Mounds View MN 55112

dan@meyer-family.net

763-784-8835 (h)

763-238-8239 (c)

Summary

Network Engineer with 15 years experience maintaining large multi-vendor networks in Fortune 500 companies. Current CCNA. Familiar with Cisco routers, switches and LWAP wireless environments. Strong customer service skills. Team player who enjoys assisting end-users, vendors and internal partners.

Tools and Technical Knowledge

Cisco Routers

IOS
827
871
3600
3660
3745

Cisco Switches

CAToS
1900
2950
3750
4000
6500

Network Tools

DHCP and DNS tools
Infoblox Grid Manager
Cisco Network Registrar
Microsoft MMC
Network General SnifferPro
Wireshark
VitalSuite

CCNA Current

Other Skills

Mentoring of New Hires
Investigating and
Documenting Networks
Excellent written and verbal
communication skills
Analytical Problem Solver
Team Player

Microsoft Products

Office Family
Word
Excel
Visio
Front Page

Operating Systems

Windows XP
Windows 2000 Server
Windows 2000 Desktop

Server Apps

Exchange 2000
IIS Administration
Microsoft VPN

Work History

**2004 – 2008 Accenture LLC (*under contract to Best Buy*) Richfield, MN
Network Engineer**

- Level 2 investigation of LAN and WAN issues, escalated problems to vendors or internal partners when required.
- Monitored the corporate wireless infrastructure (over 3800 access points) for problems, and resolved any issues promptly.
- Installed upgraded Cisco IOS code in all access points, added new access points to provide for additional wireless coverage to areas not in original coverage plan.
- Worked closely with vendors and clients to meet or exceed service level agreements. Informed clients when critical SLA's would not be met, and provided work-arounds when feasible.
- Maintaining DNS and DHCP records using Cisco Network Registrar and Infoblox management tools.
- Managed IP addresses and configured VLANs on switches for new server installations.
- Successfully deployed new switched network infrastructure at a remote site increasing network capacity and reliability, resolving customer concerns about network reliability.

**1999 – 2004 Best Buy Company Inc. Richfield, MN
Technical Analyst**

- Troubleshoot and recovered communication problems between stores and data center.
- Recovered Windows 2000 servers and Windows NT workstations.
- Re-imaged POS (cash register) systems and store workstations.
- Suggested and implemented measures to increase store network reliability.
- Maintained 100 percent system uptime during the peak holiday seasons, coming up with creative work-arounds when necessary and working over holiday weekends.
- Investigated LAN and application problems using Network General Sniffer Pro and Wireshark in a switched Cisco environment.
- Coordinated the return of defective hardware to and from stores and vendors.

**1993 – 1999 Target Corporation Minneapolis MN
Network Control Technician**

- Answered and logged telephone calls from stores in a polite, knowledgeable and efficient manner.
- Documented new networks and instructed peers about the new environments.
- Monitored for network outages and escalated to vendors or other appropriate parties to recover system outages.
- Mentored new hires about department procedures and network architecture.

Education

**Normandale College Bloomington, MN
Electronic Technology Studies**

**Control Data Institute Minneapolis MN
Certificate in Electronic / Computer Technology**

Other Related Experience

Operate and maintain my home network with multiple Windows 2000 servers running IIS 5.0 and Exchange 2000 in a domain; workstations are running Windows XP Pro. This network has provided the opportunity to learn about Microsoft server and workstation operating systems, active directory, applications and how they interact on the network. I have been providing e-mail and web services with this infrastructure to family and non-profits since 2001.