Jordan Ramirez

Network Administrator

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SUMMARY

Network administrator with 6 years supporting healthcare and manufacturing networks across Cisco switches, Palo Alto firewalls and site-to-site VPNs. Cut unplanned downtime at a 3-building hospital campus by 65% after rebuilding the core switching layer, and manages network uptime at 99.95% for 420 connected devices. Comfortable leading vendor calls during outages.

EXPERIENCE

Network Administrator — Cumberland Regional Health

Louisville, KY · Apr 2022 – Present

- Rebuilt the core switching layer across 3 hospital buildings with redundant Cisco Catalyst switches, cutting unplanned downtime by 65% in the first year.
- Manage a Palo Alto firewall environment protecting 420 devices, writing and reviewing 180 firewall rules and retiring 40 that were no longer in use.
- Deployed site-to-site VPN tunnels to 2 outpatient clinics, replacing a consumer-grade router setup that dropped connections weekly.
- Set up PRTG monitoring with alerts for 95 switches and routers, cutting the average time to detect an outage from 25 minutes to under 3.
- Led the network side of a PCI compliance audit, closing 18 findings on VLAN segmentation and access control within the required 90 days.

Network Technician — Falcon Ridge Manufacturing

Elizabethtown, KY · Feb 2019 – Mar 2022

- Maintained a 12-switch plant floor network supporting 300 networked sensors and controllers, troubleshooting an average of 15 tickets a week.
- Migrated the plant from a flat network to 8 VLANs separating production, office and guest traffic, stopping a recurring broadcast storm issue.
- Configured and documented 25 Wi-Fi access points across 2 buildings, raising warehouse scanner connection reliability from roughly 80% to 99%.
- Ran weekly backups of switch and firewall configurations and wrote the recovery runbook used during a ransomware incident that restored network access in under 4 hours.

SKILLS

Networking: Cisco IOS, VLANs, OSPF, STP, EtherChannel, site-to-site and client VPN

Security: Palo Alto and Fortinet firewalls, ACLs, network segmentation, PCI DSS basics

Monitoring: PRTG, SolarWinds, Wireshark, SNMP

Platforms: Windows Server, Active Directory, DNS/DHCP, VMware ESXi

CERTIFICATIONS

CompTIA Network+, 2019

Cisco CCNA, 2021

EDUCATION

A.A.S. Network Administration, Jefferson Community and Technical College, 2018

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