

RACHEL K. BICKNELL

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SUMMARY OF PROFESSIONAL EXPERIENCE

ServiceNow | Change Management | ITIL | Network | Linux | DNS | AWS | Technical Writer | Trainer

Pinnacle Group Fully Telecommute - Reston, VA 2017 – Present

Contractor for AT&T on the Fannie Mae Account – Network & Change Management Engineer

- Use ServiceNow to generate, approve, and close RITM and CHG tickets in the ITSM software product, ServiceNow, for IT operations management (ITOM) via the ITIL service management principles; Work on ITSR and INC tickets as assigned
- Closed 1000 RITM tickets in a span of 3 years inside Fannie Mae's ServiceNow production instance
- Configure network changes in conjunction with CMDB to be executed within SLA timelines using ServiceNow
- Create training videos for new users on ServiceNow for RITMs, CHGs, ITSRs, and INC tickets
- Provision and configure Cisco Nexus and ASR device ports for customers in the disaster recovery data center
- Verify and troubleshoot DNS issues via ping, dig, nslookup, and the QIP IPAM
- Write PowerShell and Unix shell scripts to assist in DNS requests
- Train Fannie Mae and IBM customers on DNS so that they can better understand what they are requesting
- Prepare DNS changes to be executed within the SLA timelines using the ServiceNow application

Director @Home Technologies Ashburn, VA 2012 – 2017

- Full-time co-parent of young daughter and household manager

ZeroChaos Memphis, TN 2011 – 2012

Contractor for AT&T on the Hilton Hotels Account – Data Engineer / Project Manager

- Participated on critical projects to assure a smooth transition of Hilton's global infrastructure to the AT&T network
- Coordinated between customers and implementation engineers to assess, apply and verify changes
- Executed firewall changes within 24 hours as specified within the service level agreement
- Assessed and devised optimal solutions for global network challenges
- Created and maintained procedural documentation to fast track problem resolution for fellow engineers
- Led the Memphis HQ wireless infrastructure refresh, including configuring, installing, upgrading, and support
- Assisted in troubleshooting network issues for uploading certificates to Netscalers

Contractor For Hilton – Network Engineer & Architect Nextech Solutions Memphis, TN 2010

- Coordinated with multiple groups to bring system/network architecture into compliance with PCI DSS standards
- Upgraded, tested, and deployed Cisco devices to allow remote access to Hilton hotels
- Administered Linux systems for network applications; Created user accounts on these devices
- Configured the Cisco ACS servers to add groups and user accounts
- Upgraded and configured high-speed Internet access for the Memphis data center

Freelance – Network Engineer Internet Systems Consortium Redwood City, CA 2009

- Upgraded and tested Cisco 4500 series switches and Cisco 7200 series routers
- Upgraded, tested, deployed, troubleshot and documented APC Switch Rack PDU's and APC UPS's

Freelance – Architectural Technical Writer Verne Global Boston, MA 2008

- Wrote and updated architectural documentation for the Verne Global network
- Created deployment documentation that included bills of material, rack elevations and Cisco configurations

Senior Network Engineer & Architect Emdeon Business Services Memphis, TN 2006 - 2008

- Configured and troubleshot networking devices to facilitate the move of over 400 servers from various data centers to the new disaster recovery site in Memphis
- Installed and configured high-speed access and VoIP at the disaster recovery datacenter for business continuity
- Surveyed remote sites and architected the upgrade of the network connectivity
- Replaced multiple Frame Relay circuits with high-speed MPLS VPN access
- Administered Solaris and Linux systems for DNS and TACACS; Created user accounts on these devices
- Wrote documentation in accordance with the internal information handling system

