

RACHEL K. BICKNELL

rachel (at) ufp (dot) org

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

Senior Network Engineer	Memphis Network	Memphis, TN	2006
-------------------------	-----------------	-------------	------

Memphis, TN 2006

2006

- Installed, configured and troubleshot SONET, TDM and DWDM hardware using Cisco or Nortel devices
- Configured and troubleshot DS1, DS3 and 802.3 Ethernet circuits via Cisco routers and switches
- Identified cost savings running free open source software to bring the network operations center in house

Network Architect	Switch and Data / PAIX	Vienna, VA	2003 - 2006
--------------------------	------------------------	------------	-------------

Vienna, VA

2003 - 2006

- Assisted in recruiting and evaluating technical résumés; Interviewed applicants to gauge their technical abilities
- In conjunction with senior technical staff, architected and installed Cisco SONET and TDM devices into the network
- Configured and troubleshot DS1 to OC-192, 802.3 Ethernet circuits in the network
- Configured Cisco and Extreme switches for customers on the Peering And Internet Exchanges (PAIX)
- Analyzed customer usage and produced capacity reports for marketing and engineering management
- Trained engineering and operations about network management and operational issues

AVP / Junior Network Architect Commerzbank Capital Markets Corporation New York, NY 2002 - 2003

New York, NY 2002 - 2003

New York, NY 2002 - 2003

- Architected out-of-band access in the New York City data center and the disaster recovery data center in Rye, NY
- Analyzed the network design, then implemented upgrades to the network

Senior Network Engineer	Akamai Technologies	Cambridge, MA	2001
--------------------------------	---------------------	---------------	------

Cambridge, MA

2001

Backbone Engineer	AboveNet / Metromedia Fiber Networks	Tysons Corner, VA	1999 – 2000
--------------------------	--------------------------------------	-------------------	-------------

Tysons Corner, VA

1999 - 2000

EDUCATION

BS Computer Science, James Madison University, Harrisonburg, VA 1999

BS Computer Science, James Madison University, Harrisonburg, VA 1999

CERTIFICATIONS

- ServiceNow Micro-Certifications – Agile and Test Management Implementation, Application Portfolio Management, Predictive Intelligence, Asset Models Management, Enterprise Onboarding and Transitions
- Palo Alto Accredited Configuration Engineer (ACE) PAN-OS
- AWS Certified Cloud Practitioner

- ServiceNow Micro-Certifications – Agile and Test Management Implementation, Application Portfolio Management, Predictive Intelligence, Asset Models Management, Enterprise Onboarding and Transitions
- Palo Alto Accredited Configuration Engineer (ACE) PAN-OS
- AWS Certified Cloud Practitioner

TECHNICAL SKILLS	
Router & Switch:	Cisco Catalyst, Cisco Nexus 2000/4000/5000/7000, Extreme, Brocade, Juniper
Firewall:	Checkpoint, Cisco ASA, Cisco FWSM, Palo Alto
Load Balancer:	Citrix Netscaler & F5
Voice Over IP (VoIP):	Cisco & Avaya
Wireless:	Cisco 1142 & Cisco 1242AG
Transport:	Cisco ONS 15000 series, Nortel 3500 & 5100 series
Programming:	BASH, C, C++, Java, JavaScript, Objective-C, Perl, PowerShell, LOGO, SQL
Protocols / Technologies:	BGP, DNS, DS1/DS3, Frame Relay, HSRP, MPLS, NAT, OSPF, POS, QoS, RADIUS, SDH, SIP, SNMP, SONET, TCPEDump, TL1, VLAN, Voice Over IP (VoIP), VPN, WPA2, 802.1q, 802.3 Ethernet, 802.11 (WiFi)
Operating Systems:	Unix (AIX, FreeBSD, HP-UX, Linux, NetBSD, OS X, Solaris) Microsoft Windows 7 & 10
Tools & Applications:	Cisco ACS, Apache, Asterisk, BIND, Cacti, CiscoWorks, Cricket, CVS, Git, IPTV, Microsoft Visio, MRTG, Nagios, NMAP, Rancid, RADIUS, ServiceNow, Solarwinds, TACACS
AT&T Applications:	AT&T Global Network Client, Business Direct, GPS, IDMS, Q, Skype, Moose
Amazon AWS Tools:	CloudFront, EC2, IAM, NACL, S3, VPC

Router & Switch: Cisco Catalyst, Cisco Nexus 2000/4000/5000/7000, Extreme, Brocade, Juniper

Firewall: Checkpoint, Cisco ASA, Cisco FWSM, Palo Alto

Load Balancer: Citrix Netscaler & F5

Voice Over IP (VoIP): Cisco & Avaya

Wireless: Cisco 1142 & Cisco 1242AG

Transport: Cisco ONS 15000 series, Nortel 3500 & 5100 series

Programming: BASH, C, C++, Java, JavaScript, Objective-C, Perl, PowerShell, LOGO, SQL

Protocols / Technologies: BGP, DNS, DS1/DS3, Frame Relay, HSRP, MPLS, NAT, OSPF, POS, QoS, RADIUS, SDH, SIP, SNMP, SONET, TCDDump, TL1, VLAN, Voice Over IP (VoIP), VPN, WPA2, 802.1q, 802.3 Ethernet, 802.11 (WiFi)

Operating Systems: Unix (AIX, FreeBSD, HP-UX, Linux, NetBSD, OS X, Solaris)
Microsoft Windows 7 & 10

Tools & Applications: Cisco ACS, Apache, Asterisk, BIND, Cacti, CiscoWorks, Cricket, CVS, Git, IPTV, Microsoft Visio, MRTG, Nagios, NMAP, Rancid, RADIUS, ServiceNow, Solarwinds, TACACS

AT&T Applications: AT&T Global Network Client, Business Direct, GPS, IDMS, Q, Skype, Moose

Amazon AWS Tools: CloudFront, EC2, IAM, NACL, S3, VPC