

Jackson David Stark

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EDUCATION

University of Utah David Eccles School of Business

December 2023

B.S. in Information Systems, Minor in Business Management

Salt Lake City, UT

Primary Coursework: Networking & Server Operations, Java, Python, PHP/HTML, Systems Analysis

SKILLS

Microsoft Office/Google Workspace

Programming/Scripting: Java, Python, Bash

Networking: Cisco IOS & NX-OS, Cisco ASA, Palo Alto, VMware SD-WAN, Arista EOS, F5 BIG-IP

Management Systems: VMware VSphere, Cisco ISE, ServiceNow, SolarWinds Orion, Active Directory

Operating Systems: VMware ESXi, Windows (10, 11, Server), Red Hat Enterprise Linux, Kali Linux

CERTIFICATIONS

Awarded: Cisco CCNA, CompTIA Network+, Testout Network Pro, Certiport IT Specialist

In-Progress: CCNP Enterprise, Palo Alto PCNSA

EXPERIENCE

Conduent Business Services Inc.

May 2023 – Present

Network Engineer

- Responsible for providing Tier 2 on-call support for our world-wide infrastructure spanning 22 countries and 100+ sites for our clients consisting of over 500 Government entities and most Fortune 100 clients. Managing/troubleshooting 2000+ routers, switches, firewalls, load balancers from vendors consisting of Cisco, Palo Alto, F5, VMware.
 - Implemented emergency changes in the network in order to resolve multiple client-wide outages that stem from routing issues, missing security/NAT policies, F5 VIP issues, high-latency & slowness

Junior Network Engineer

- Implemented baseline configurations provided support for a range of Cisco equipment, managed ticketing systems and queues, conducted reviews of firewall logs and rules using Palo Alto Panorama, offered Tier 1 support for network issues during high-priority bridges, and adhered to change management (CAB) when implementing production network changes.
 - Triaged/Resolved 2000+ incident tickets, successfully completed 100+ changes to the network.

Information Technology Intern

- Working in a NOC environment, monitoring applications and processes, assisting with escalation and remediation as needed to resolve root causes and ensure client SLA is never breached.
 - Successfully escalated and created over 1000+ incident tickets

Salt Lake Community College

April 2022 – January 2023

Network Support Technician Program

Salt Lake City, UT

- Gained hands-on networking experience in physical cabling, MAC & IP addressing, and firewall theory using simulated software and live equipment. Successfully implemented DHCP, DNS, iSCSI, and other network services in a non-production Windows Server environment.

PROJECTS

EVE-NG: Enterprise Infrastructure Emulation

September 2023 – Present

- Designed, deployed, and troubleshooted various network topologies from multiple vendors within a self-hosted server (HPE ProLiant DL360 Gen9) running EVE-NG. This allows me to emulate real-world enterprise infrastructures that include any vendor that consist of servers, routers, firewalls, to help expand on my current skills in all IT areas.