

# JAMES RICHARDSON



Network Engineer • Rockford, IL

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## PROFESSIONAL SUMMARY

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Results-oriented Network Engineer with 10+ years designing, troubleshooting, and modernizing enterprise infrastructure in healthcare, MSP, and hybrid cloud settings. Expert in multi-VLAN segmentation, secure remote access (Cloudflare Tunnel + Zero Trust), Linux/Microsoft 365 administration, and full-stack support from ISP to endpoint. CompTIA A+ & Network+ (lifetime), proven in high-stakes environments with emphasis on uptime, documentation, and rapid root-cause resolution.

## CORE COMPETENCIES

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- Network Architecture & Multi-VLAN Design
- Cloudflare Tunnels & Zero Trust Security
- Microsoft 365 Administration & Hybrid Identity
- Linux (Ubuntu/Debian), OPNsense, FreeBSD
- Managed Switching, Routing & Patch Management
- Firewall Configuration & Secure Remote Access
- Hybrid Cloud Migrations & ISP Coordination
- Infrastructure Documentation & SOP Creation
- Hardware Diagnostics & Field Support
- Client-Facing Troubleshooting & Communication

## TECHNOLOGIES I OFTEN WORK WITH

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- Microsoft 365
- Azure AD / Entra
- Windows Servers
- Windows Desktops
- Hyper-V
- Proxmox
- OPNsense
- Cloudflare Zero Trust
- Fortinet / FortiGate
- Linux (Ubuntu, Debian, FreeBSD)

## PROFESSIONAL EXPERIENCE

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### Network Engineer

**Entre Computer Solutions — Rockford, IL**

**2021 – Present**

- Deliver full-stack support to 50+ enterprise clients, encompassing networking, servers, Microsoft 365, and hybrid cloud environments, achieving consistent 99.9%+ uptime.
- Design and deploy segmented multi-VLAN networks with secure remote access, firewall policies, and Cloudflare Tunnel integrations for streamlined, zero-trust connectivity.
- Lead modernization projects migrating legacy systems to Linux/Windows hybrid solutions, reducing hardware costs and improving scalability for mid-sized organizations.

- Troubleshoot complex incidents involving DNS/DHCP, VPNs, cloud identity federation, and routing — resolving critical issues under tight SLAs in production environments.
- Create comprehensive infrastructure documentation and SOPs, enabling faster onboarding and reducing repeat incidents by an estimated 30%.

## **PC/Network Support Technician**

### **Mercy Health — (Location)**

**2017 – 2021**

- Provided Level 2/3 support for clinical desktops, peripherals, Cisco switches, and enterprise apps across multiple hospital campuses in high-availability settings.
- Configured and maintained Cisco switching infrastructure, performed patching, cable management, and network closet organization to support 1,000+ endpoints.
- Coordinated hardware deployments (Surface tablets, Motorola PDAs) and rapid-response fixes in 24/7 clinical environments to minimize patient care disruptions.

## **Field Engineer**

### **Fujitsu — (Location)**

**2011 – 2017**

- Delivered independent on-site support and repair for enterprise document scanners across multi-state territory, consistently meeting SLA targets.
- Managed scheduling, diagnostics, preventive maintenance, and customer reporting while maintaining high satisfaction scores.

## **CERTIFICATIONS**

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- CompTIA A+ (Lifetime)
- CompTIA Network+ (Lifetime)
- Microsoft 365 Fundamentals (MS-900)

## **KEY PROJECTS**

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- **Cloudflare Tunnel Multi-Site Deployment:**  
Architected secure Zero Trust ingress for multiple domains using containerized hosting and strict access policies.
- **Security-Focused OPNsense VLAN Build:**  
Designed segmented network with Unbound DNS, DoT, and granular firewall rules for enhanced isolation and performance.
- **Proxmox Homelab Modernization:**  
Implemented version-controlled infrastructure with Git-backed deployments and automated CI/CD workflows.