JULIAN MERCER

NETWORK ENGINEER

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PROFESSIONAL SUMMARY

Network Engineer with 7+ years designing and supporting routing, switching, and firewall infrastructure for enterprise campuses and data centres. Improves uptime, segments networks securely, and documents changes so operations teams can run them with confidence.

PROFESSIONAL EXPERIENCE

Senior Network Engineer Jan 2021 - Present
Cisco, San Jose, CA

- Redesigned campus routing with OSPF and BGP across 14 sites, cutting convergence time during link failures from 40 seconds to under five.
- Segmented user, server, and guest traffic with VLANs and firewall policy, reducing the lateral movement paths found in an internal assessment by half.
- Migrated 220 access switches to a software-defined access fabric with phased cutovers and no unplanned outages.
- Automated configuration backups and compliance checks with Python and Ansible, finding and fixing 85 drifted devices in the first quarter.
- Trained eight operations engineers on troubleshooting runbooks, which lowered escalations to the design team by about 30%.

Network Engineer Jul 2018 - Dec 2020
Juniper Networks, Sunnyvale, CA

- Operated data centre leaf-spine networks running BGP and EVPN, maintaining 99.99% availability across a 24-month period.
- Deployed Palo Alto firewalls for a branch rollout of 30 offices, standardising rules and shortening site turn-up from ten days to four.
- Monitored traffic with SolarWinds and NetFlow, identifying a congested WAN link and rerouting traffic to avoid a costly circuit upgrade.
- Handled change windows with detailed rollback plans and peer review, completing 150 changes with a 98% success rate.

Network Administrator Jun 2016 - Jun 2018
Comcast Business, Philadelphia, PA

- Supported enterprise customers' MPLS and internet circuits, resolving Tier 2 tickets within the agreed service level 96% of the time.
- Configured VPN tunnels and QoS profiles for voice traffic, which brought reported call quality complaints down by around 40%.
- Maintained accurate diagrams and IP address records in a documentation tool that made audits quicker.

CORE SKILLS

Routing and switching | OSPF and BGP | Firewalls | Palo Alto and Fortinet | VLAN segmentation | SD-WAN | VPN | Network automation | Python | Ansible | Wireshark | NetFlow monitoring | QoS | Wireless networking | Change management

EDUCATION

B.S. in Network and Communications Management, DeVry University, Chicago, IL

CERTIFICATIONS

Cisco Certified Network Professional (CCNP Enterprise) | Palo Alto Networks Certified Network Security Engineer | CompTIA Network+