

# DAMIEN FOSTER

Network Engineer

## PROFILE

Network Engineer with 14+ years of progressive IT experience across enterprise networking, cloud operations, and infrastructure support. Holds a Bachelor of Science in Network Operations and Security, along with nine industry certifications including the Cisco Certified Network Associate (CCNA) and AWS Certified SysOps Administrator. Highly motivated, adaptable, and skilled in designing, implementing, and supporting large-scale, high-availability network environments.

## CONTACT

### PHONE:

614-570-6334

### ADDRESS:

6214 Shelba Drive, Galloway  
OH 43119

### EMAIL:

Damien\_Foster19@yahoo.com

### LINKEDIN:

[www.linkedin.com/in/damien-foster123](http://www.linkedin.com/in/damien-foster123)

## EDUCATION

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### Western Governors University

Bachelor of Science Network Operations and Security  
2019 - 2022

### Columbus State Community College

Associate of Applied Science Network Administrator  
2008 - 2011

## Certificates

- Cisco Certified Network Associate
- Amazon Web Services Certified Sysops Administrator
- CompTIA Network+
- CompTIA Security+
- CompTIA Cloud Essentials
- CompTIA A+
- CompTIA Project+
- Linux Essentials
- ITIL Foundations

## WORK EXPERIENCE

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### American Signature Inc Network Engineer

November 2022 - Present

- Served as the primary engineer for the design, support, and optimization of a large-scale enterprise network consisting of 15,000+ devices and 250 remote locations across the East Coast (NY to FL), leveraging SD-WAN, MPLS, site-to-site VPNs, FortiGates, Azure, GCP, and redundant on-premises data centers.
- Designed highly available and resilient network architectures—from Layer 3 routing through the access layer—inclusive of switches, wireless access points, and data center infrastructure built on Cisco ACI and Nexus spine-leaf topologies.
- Leveraged Cisco Meraki to deploy, configure, and support a wide range of devices including switches, Z3 teleworker VPNs, MX400 appliances, ISP modems, Cradlepoints, wireless access points, terminals, IP phones, paging systems, and IP cameras.
- Designed, coordinated, and implemented the onboarding of new sites into the enterprise network, including ordering and configuring circuits, switches, access points, FortiGates, subnets, DHCP/DNS services, VLANs, redundancy, and high-availability solutions.
- Managed the network queue in ServiceNow, handling enterprise-wide break/fix incidents and service requests with timely resolution.
- Proactively monitored network circuits and infrastructure using LogicMonitor, Optanix, and Cisco Meraki dashboards to ensure uptime and performance.
- Supported and executed the full migration of the enterprise WAN from MPLS to SD-WAN.
- Planned, coordinated, and delivered the upgrade of all telephony systems from analog phones to IP-based voice solutions.
- Upgraded the enterprise core multilayer switches from Cisco Catalyst 4500 to Catalyst 9500 by replicating configurations, developing detailed migration plans, installing new hardware, and validating connectivity across SFPs, copper, and fiber uplinks.

- Replaced and deployed 30+ access-layer switches, migrating from legacy Catalyst hardware to Cisco Meraki switches, including physical installation and full configuration.
- Collaborated closely with cross-functional teams (Security, Server, Applications, Desktop, Help Desk) to design, implement, and support enterprise network solutions.
- Partnered with key vendors—including Cisco, Meraki, Microsoft, Masergy, ATSG, and various ISPs—for network design, escalations, and ongoing support.
- Modernized Distribution Center networks by redesigning flat networks into segmented, subnetted architectures utilizing VLANs.
- Implemented guest Wi-Fi across all remote sites to provide secure customer internet access while isolating traffic from internal network resources.
- Performed on-call duties as the primary escalation point for enterprise network issues.
- Designed, configured, and deployed high-availability VPN tunnels between the SD-WAN environment and Google Cloud Platform (GCP).
- Served as VOIP administrator, configuring number routing, IVRs, schedules, hunt groups, and Cisco phone provisioning.
- Migrated the corporate datacenter's internet connection from Lumen MPLS to an SD-WAN provider to improve performance and reduce cost.
- Performed troubleshooting and installation within Cisco ACI environments, including replacing defective ACI leaf switches.
- Executed a full datacenter network migration from Cisco ACI to Cisco Nexus platforms to align with updated business and architectural objectives.
- Enhanced network security and efficiency by designing application-specific routing (e.g., Kronos, Blueport, MicroStrategy) to consolidate traffic to a single IP.
- Configured FortiGate firewalls, including policies, whitelisting, WAF rules, NAT configurations, QoS/traffic shaping, and content filtering.
- Configured and validated STP across the enterprise, ensuring proper root-bridge assignment and optimal Layer-2 topology.
- Upgraded Cisco 3845 routers to Cisco 4331 platforms across distribution centers, replacing end-of-support hardware to ensure network resiliency, performance, and vendor compliance.
- Improved security and network visibility by forwarding syslogs and NetFlow to Arctic Wolf and Rapid7 SIEM platforms.
- Upgraded primary datacenter internet bandwidth from 50 Mbps to 1 Gbps to support business growth and increased application demand.

### **OhioHealth IT Senior Desktop Administrator**

March 2018 – November 2022

- Provided Tier 3 technical support for desktops, laptops, networks, printers, and mobile devices (iPads/iPhones), resolving complex issues across the enterprise.
- Configured endpoint network connectivity for desktops, laptops, printers, IP phones, and mobile devices by setting switchports, creating NAC entries, and using EIP for static/DHCP assignments.
- Diagnosed and resolved network issues by performing cable and connectivity testing (Fluke), analyzing switch configurations, validating patch panel terminations, and configuring NAC/EIP.
- Supported and deployed mobile device management (MDM) solutions, including BYOD onboarding and policy enforcement using AirWatch.
- Extensively utilized Microsoft Active Directory, Windows print servers, Epic print servers, Microsoft Office tools, SCCM, and Microsoft Azure for enterprise operations and administration.
- Performed on-call duties as the primary point of contact for after-hours, enterprise-wide critical issues, including workstation outages, mobile device failures, AD account lockouts, and VDI disruptions.

- Conducted enterprise security vulnerability assessments by managing a ServiceNow queue, performing Tenable scans, analyzing findings, and developing remediation plans to reduce security risk.
- Led the planning, coordination, and implementation of IT infrastructure across 40+ enterprise projects, partnering with customers, managers, and cross-functional teams to support acquisitions, expansions, and renovations throughout the OhioHealth network.
- Planned, organized, and executed a system-wide upgrade of the enterprise cardiology reading platform, delivering a higher-performance, more efficient image-viewing solution that improved workflow and diagnostic capabilities for Cardiologists.

### **OhioHealth IT Desktop Support Technician**

May 2015 - March 2018

- Served as tier 2 on-site IT support for desktops, laptops, networks, mobile devices such as iPads and iPhones, printers, and desktop peripherals
- Maintained an IT ticket queue and provided solutions to close 10 tickets per day which ranged in a variety of topics including break / fix issues, IT equipment additions and IT equipment relocation
- Troubleshoot network connectivity issues by using flukes, reviewing switch configurations, configuring NAC and evaluating EIP settings
- Assisted in training new tier 2 technicians by refining the onboarding process, maintaining accuracy of knowledge base articles and providing shadowing opportunities

### **OhioHealth Device Deployment Team**

February 2015 - May 2015

- Utilized network tools to track down underutilized devices or devices that were due for retirement
- Prepared each replacement device by installing applications, software, printers, configuring network and mirroring configurations of the current pc then worked with the end users to create a seamless swap
- Successfully upgraded 30 pcs per week

### **OhioHealth IT Help Desk Technician**

August 2014 - February 2015

- Received 40 inbound calls per day to provide Tier 1 phone support to end users of the OhioHealth enterprise
- Diagnosed and resolved issues pertaining to pcs, networking, switches, AD accounts, security permissions, VDI sessions
- Utilized ServiceNow to document each call and to provide proper steps of resolution by following provided knowledge base articles
- Resolved issues by using remote software and other enterprise tools such as SCCM, NAC, VMWare, Microsoft Azure, Imprivata, and Efficient IP

### **Dish Network Advanced I.T. Support Supervisor**

August 2012 - August 2014

- Supervised a team of 20 technicians by providing overall direction and focus for the team and analyzing metrics then delivering messages through daily meetings
- Supplied additional support for the team by assisting with escalated situations or difficult technical issues pertaining to network, routers, modems, cabling, etc.
- Delivered weekly feedback through 1 on 1 sessions with each member on the team to maintain focus on team goals

## **SEIU District 1199 IT Support**

March 2011 - November 2011

- Desktop and network support for a 50 member staff
- Troubleshoot networking, wifi, routers, switches, servers, and desktops
- Installed Access points, database servers, backup servers
- Imaged over 100 pcs for a 7 city campaign which included installing remote access, antivirus software and required applications for business needs
- mirrored pcs and then worked closely with the end user to perform the upgrade
- Deployments consisted of computers, monitors, peripheral devices such as scanners, electronic signature pads, digital cameras and code scanners

## **PROJECTS**

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### **OhioHealth Windows 7 to Windows 10 Enterprise Upgrade**

September 2017 - March 2018

- Successfully executed an enterprise project that upgraded 38,000 + pcs from Windows 7 to Windows 10
- Assisted with UAT testing of software within SCCM to ensure compatibility with Windows 10
- Coordinated and organized strategies to upgrade pcs in place by working with end user management
- Responsible for quality assurance after completion of upgrades performed by installers

### **OhioHealth Windows XP to Windows 7 Enterprise Upgrade**

December 2014 – February 2015

- Successfully executed an enterprise project that upgraded 30,000 + pcs from windows XP to windows 7
- Upgraded Lenovo computers by adding ram, replacing HDDs with SSDs and then installing predefined Windows 7 images
- Prepared each device by utilizing Microsoft SCCM to build mirrored pcs and then worked closely with the end user to perform the upgrade
- Deployments consisted of computers, monitors, peripheral devices such as scanners, electronic signature pads, digital cameras and code scanners

References available upon request