



Susan Moore

Network Engineer

Lead network engineer with 14 years across retail, hospitality, and managed services. Lead a team of 6 engineers responsible for a 240-site WAN, two production data centers, and the AWS and Azure backbones behind a \$1.2B retail business. Set technical direction, own the budget conversation with the CIO, and still write Python on weekends.

CONTACT INFORMATION



(813) 555-0166



daniel.whitfield@example.com



Tampa, FL 12345

EDUCATION

B.S. Telecommunications Engineering,
Georgia Southern University, 2010

Cisco CCIE Enterprise Infrastructure
#58xxx (active)

Palo Alto PCNSE, AWS Advanced
Networking - Specialty

KEY SKILLS

- Team leadership, hiring, capital planning
- Multi-vendor architecture: Cisco, Arista, Palo Alto, Fortinet
- SD-WAN: VeloCloud, Meraki, Viptela, Prisma SD-WAN
- SASE/ZTNA: Prisma Access, Zscaler
- Cloud networking: AWS, Azure ExpressRoute
- BGP, OSPF, MPLS, Segment Routing
- Vendor management and contract negotiation
- Python, Ansible, Terraform
- Incident command and post-mortems
- Executive communication and board-level reporting

PROFESSIONAL EXPERIENCE

- **Lead Network Engineer, Cardinal Bay Retail Group, Tampa, FL**
2021 – Present
 - Lead a 6-engineer team supporting 240 stores, 3 distribution centers, and 2 colos; reduced Sev-1 incidents from about 18 per quarter to 4.
 - Owned the 3-year network refresh plan, a \$6.8M capital program covering SD-WAN, campus refresh, and zero-trust rollout.
 - Selected and implemented Prisma Access SASE for 4,200 store associates and corporate users, replacing aging Cisco ASA VPN concentrators.
 - Set the team's hiring bar, rewrote interview loops, and grew the team from 3 to 6 engineers across two time zones.
 - Present quarterly to the CIO and audit committee on network risk, uptime, and capital pacing.
- **Principal Network Engineer, Westmark Hospitality Holdings, Orlando, FL**
2017 – 2021
 - Designed and ran the WAN backbone for 96 hotels, including dual-carrier SD-WAN with VeloCloud and on-property Cisco Catalyst gear.
 - Led the Azure ExpressRoute buildout that moved the central reservation system off legacy MPLS, cutting circuit spend by roughly \$540,000 a year.
 - Authored the company's first network DR plan, tested annually with full failover for the reservation and PMS systems.
 - Mentored 4 engineers, two of whom were promoted to senior during my tenure.
 - Owned vendor relationships with Cisco, Palo Alto, and Lumen, including quarterly business reviews and contract renegotiations.
- **Senior Network Engineer, Bellweather Managed IT, Atlanta, GA**
2014 – 2017
 - Senior engineer on a managed services team covering 38 mid-market clients across the Southeast.
 - Designed and migrated client environments to Meraki SD-WAN, including 9 multi-site deployments.
 - Carried the after-hours pager 1 week of every 4 and routinely closed P1 incidents within SLA.
 - Built the company's internal lab and training curriculum for new engineers.
- **Network Engineer, Bellweather Managed IT, Atlanta, GA**
2011 – 2014
 - Implementation engineer for Cisco routing, switching, and firewall projects across SMB and mid-market clients.

- Earned CCNP Routing and Switching during this role and started leading small project teams.
- Wrote runbooks and as-built documentation that the company still uses (with edits) today.
- Picked up wireless work, eventually leading Aruba and Meraki AP deployments for 12 clients.