

Eric Roberts

Network Engineer

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Network engineer in the first two years of my career, supporting a 1,200-user enterprise across two campuses. CCNA certified and working toward CCNP, with hands-on tickets in routing, switching, and wireless every day.

Professional Experience

Junior Network Engineer | Driscoll Mutual Insurance, Columbus, OH
2023 – Present

- Handle Tier 2 network tickets across Cisco Catalyst 9300 switches and Meraki APs, closing about 22 cases per week with a 96% first-touch resolution rate.
- Configure VLANs, trunk ports, and access lists for new-hire setups and small office moves.
- Helped the senior team migrate 14 sites from legacy WatchGuard firewalls to Fortinet 60F, owning the pre-stage and config templates.
- Document changes in NetBox and run pre- and post-change checks using a small set of Python scripts I wrote during onboarding.

IT Support Technician | Driscoll Mutual Insurance, Columbus, OH
2022 – 2023

- Resolved laptop, VPN, and Wi-Fi issues for around 400 employees using ServiceNow.
- Imaged and deployed about 60 laptops a month, including domain join and AnyConnect setup.
- Shadowed network team on after-hours change windows and asked enough questions to get promoted in 11 months.

Education

A.A.S. Network Administration, Columbus State Community College, 2022

Cisco CCNA (2023)

Studying for CCNP Encor

Key Skills

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| ● Cisco IOS basics, VLAN, STP, trunking | ● Meraki dashboard, Cisco DNA Center |
| ● Fortinet FortiGate 60F policy and VPN | ● Cisco AnyConnect, RADIUS basics |
| ● Wireshark packet capture | ● Python (beginner), Netmiko |
| ● NetBox, ServiceNow, Visio | ● Subnetting, DHCP, DNS |