

Steve Clement

SR. NETWORK ENGINEER

Lewis Center, OH

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Summary

As a Senior Network Engineer, I possess a deep understanding of complex network infrastructure and a proven ability to deliver high-impact solutions. My expertise spans the entire network lifecycle, from design and deployment to ongoing maintenance and optimization. I have a consistent track record of improving network performance, reliability, and security through innovative approaches and a strong focus on automation. I am driven by a passion for problem-solving, efficiency, and staying at the forefront of emerging technologies.

Work Experience

Safelite

Columbus, Ohio

SR. NETWORK ENGINEER

June 2024 - Present

- Deploy, Manage and troubleshoot Cisco ISE (Identity Services Engine)
- Completed Routing, authentication, and Security projects
- DHCP and DNS Management with Infoblox
- Managed and troubleshoot Wireless issues

Lumen Technologies

Columbus, Ohio

SR. NETWORK ENGINEER

Mar. 2010 - June 2024

- Configuration and troubleshooting network switches, routers, firewalls, and load balancers from vendors: Cisco, Juniper, Fortigate, Checkpoint, Palo Alto, F5, A10.
- Cisco experience with Nexus 9K, ACI, and IOS switches and routers, and Cisco ASA, Meraki, FMC/FTD Security products
- Juniper experience with MX series and with vlan and SDN vxlan technologies
- F5 experience with LTM, SSL offloading, and application troubleshooting
- Kept up with security vulnerabilities, applied security best practices and performed routine upgrades and updated devices in response to security CVEs
- Worked on multi AS routing with BGP, peering with customers and other tier 1 network companies.
- Supported 200+ Managed Customers across over 50 Global Data Centers across North America, Europe and Asia.
- Troubleshooting at the packet level with tcpdump and Wireshark
- Automated tasks with python, ansible and Itential. Developed a workflow to backup a fleet of over 100 F5 LTM's
- Automated workflows using Itential, ansible, python and javascript to interface with REST APIs of network devices, Remedy and Service Now
- Tester on Service Now team
- Mentored lower-tier engineers
- Kept documentation up to date on new processes and technologies
- Consistently at the top of KPI scores across global network engineering team, scores 9 on 9-block

Qwest

Lewis Center, OH

TECHNICAL SERVICES GROUP LEAD

Jan. 2008 - Mar. 2010

- Worked in a Data Center managing equipment, racks, power and cabling
- Designed and supporting customer networks, servers and storage systems
- Responsible for maintaining and optimizing Cisco network infrastructure
- Administered Sun Solaris, Red Hat Linux and Windows Servers
- Developed internal database applications and tools to track work processes

Certificates

Jan, 2025 **Microsoft Azure AI Fundamentals**, Microsoft
Dec, 2024 **Cisco Certified Network Professional (CCNP Enterprise)**, Cisco
Dec, 2024 **Cisco Enterprise Wireless Design Specialist**, Cisco
May, 2024 **Cisco Certified Network Associate (CCNA)**, Cisco
Mar, 2024 **Microsoft Azure Fundamentals**, Microsoft
Sep, 2023 **Juniper Mist Training**, Juniper Networks
Jan, 2023 **(EDU-330) Firewall Troubleshooting**, Palo Alto
Sep, 2022 **(EDU-210) Firewall Essentials: Configuration and Management**, Palo Alto
Mar, 2022 **Securing Networks with Cisco Firepower Next Generation Firewall**, Cisco
Feb, 2022 **Linux Tools for Developers**, Coursera
Feb, 2022 **Open Source Software Development Methods**, Coursera

Feb, 2022 **Open Source Software Development, Linux and Git**, The Linux Foundation
May, 2021 **IDEV102: Itential Adapter Essentials II, IDEV110: Itential Product Essentials, IWD110: Tasks and Transitions, IAP101**, Itential
Jan, 2021 **Data Structures, Algorithmic Toolbox**, Coursera
May, 2020 **Amateur Radio License (Technician)**, FCC
Security+, CompTIA

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Skills

Troubleshooting	Extensive experience troubleshooting IP communications in networks using all tools available including Wireshark
Unix/Linux	Linux, Sun Solaris, shell scripting, sysadmin skills
DevOps	Azure, AWS, GCP, Docker, Ansible, Itential, Git, Postman
Wireless	Cisco and Meraki Wireless solutions
AI	Generative AI, Machine Learning, AI Search, AI Vision, Natural Language Processing
Programming	Python, Javascript, Powershell, C/C++, Shell Scripting/Bash
Firewall Technologies	IPSec VPNs, SSL VPNs, NextGen Firewall Capabilities, AppID & Geolocation
Load Balancers	Complex configs with TCL scripts, SSL, SNAT & troubleshooting client and server side issues

Education

University of Louisiana at Lafayette

Lafayette, LA

B.A. IN HISTORY/ENGLISH MINOR