

SHALLAMAR CRAWFORD

Senior Network Engineer

Cisco Certified Engineer

Network/Telecom/Security/Cloud

PROFILE

Accomplished Senior Network Engineer with 15+ years of experience designing, implementing, and supporting complex IT infrastructure for enterprise, healthcare, and SMB clients. Certified in CCNP, CCNA, and CSE3, with a proven track record of delivering secure, high-performance networks that drive business value, increase uptime, and optimize cost efficiency. Recognized for strong leadership, project management, and the ability to translate business needs into robust technical solutions.

CONTACT

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🌐 www.linkedin.com/in/Shallamar-Crawford

EXPERIENCE

Reliable Network Solutions LLC

Senior Network Engineer / Owner

2008-PRESENT

Founded and operated a successful network consulting business serving SMB and residential clients, directly managing a team of up to 30 people. Designed, implemented, and maintained secure, scalable networks for over 50 clients, including equipment procurement, upgrades, and ongoing support. Achieved 99.9% average network uptime and high client retention through proactive support and tailored solutions.

SKILLS

- Network Architecture (LAN/WAN, Wireless, Data Center)
- Advanced Routing & Switching (Cisco, Nexus, Juniper, BGP, OSPF, MPLS)
- VoIP & Video Solutions (Design & Implementation)
- Network Security (Vulnerability Assessments, Firewall Configuration, Regulatory Compliance)
- Disaster Recovery & Business Continuity Planning
- System Integration, IT Audit, Risk Management
- Program & Project Management, Client Relationship Management

Kodak Alaris / Can-Am Consulting Group

2018-2019

Lead engineer for network connectivity of photo kiosks across multiple customer environments; improved deployment efficiency by 25% through automation of configuration and testing processes. Developed and maintained network documentation and diagrams, ensuring seamless knowledge transfer and troubleshooting. Collaborated with call center and service teams to resolve network-related issues, reducing average resolution time by 30%. Identified and integrated emerging technologies to enhance product reliability and customer satisfaction.

EDUCATION

Kaplan University

2007-2010

Master of Information Technology

GPA: 3.8; Summa Cum Laude

Kaplan University

2005-2008

Bachelor of Science, Information Technology

GPA: 4.0; Summa Cum Laude

Sirius Computer Solutions

Senior Network Engineer / Consultant

2013-2014

Delivered large-scale network and VoIP projects on time and under budget; received positive client feedback for expertise and professionalism. Led disaster recovery planning and successful implementation for multiple enterprise clients. Provided advanced troubleshooting, wireless site surveys, and network optimization for diverse industries.

Technical Proficiencies:

Cisco (CCNA/CCNP, Nexus, ASA, ISE, WLC), Juniper, Palo Alto Firewalls, Solarwinds, Wireshark, BlueCoat, Packeteer, VPN, Wireless Protocols (B/G/N), VoIP, Windows & Linux Networking, 3Com, Meraki, Fortinet,

IPLogic, Inc.

Senior Network Engineer / Consultant

2012-2013

Designed and deployed complex network infrastructures for clients in NY and PA, including wireless, VoIP, security, and VPN solutions. Conducted comprehensive network and security assessments, reducing client vulnerabilities and improving overall performance. Recognized by clients and colleagues for outstanding service, earning multiple internal awards.

Certifications

Cisco Certified Networking Agent CCNA (Wireless), Cisco Certified Networking Professional (CCNP Voice), Cisco Identity Services Engine Secure Solutions Exam (ISE), Cisco (ABNFEE) Advanced Borderless Network Field Engineer Exam, Express Collaboration Systems Engineer Representative v2, Cisco ISE, ATP Certified, Cisco Certified Networking Associate (CCNA), Cisco Web Security Field Engineer Specialist Exam, Cisco Identity Services Engine Field Engineer, Cisco Ironport Certified Security Associate-web, Packeteer Specialist Certification, Cisco Certified Sales Agent v3 (CSE3) Certification, Cisco Identity Services Engine Systems Engineer, & Cisco Ironport Certified Security Professional-web

Bausch & Lomb

Senior Network Engineer

2010-2012

Led global network refresh and wireless deployment across 120+ sites, driving a 15% increase in system uptime. Managed a cross-functional team of 25 to implement VoIP and security upgrades internationally. Received four Employee Excellence Awards for delivery, leadership, and technical expertise.

Older Experience

Preferred Care / MVP Healthcare

Network Engineer

2007-2010

Cisco Systems

Cisco Networking Agent/Field Technician

2005-2007