

# Jorell Camareno

Prague, Czech Republic | [Jorell.camareno@gmail.com](mailto:Jorell.camareno@gmail.com) | +420 7755 135 85

Network Security Eng seeking to apply skills in networking, troubleshooting and customer service as part of a team dedicated to provide its clients with the best technical knowledge and professional support.

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## Industry certifications:

Associates degree in electronics technology, 2010

CCNA, 2011 [expired]

CCNP Security, 2013 [expired]

FCNSP 4, 2018

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## Job History:

### Technical Support Engineer

Feb 2018 – Sept 2021

Fortinet

- Provide technical support and assistance to Fortinet's partners and customers.
- Perform real-time troubleshooting sessions with partners and customers.
- Test and reproduce reported customer issues in a controlled lab environment.
- Contribute to the overall customer satisfaction rate of 9/10.

### Network security administrator

Sept 2016 – Jan 2017

Hewlett-Packard Enterprise

- Delivered 100% of implementation and vendor migration projects on time.
- Migrated 80% of CIBC's Checkpoint security infrastructure from SPLAT to Gaia OS.
- Planning and deployment of system upgrades, vendor migrations, equipment installation/removal.

### Customer Support Engineer - TAC security team

Jan 2011 – Jun 2016

Cisco Systems

- Taking, processing and following up on service requests [through email and telephone] for clients with a consistent average of 4.7/5 on customer satisfaction surveys.
  - Working with sales teams on demo presentations and helping increase sales leads by 20% after identifying points of improvement in customer's environments.
  - Helped increase the team's customer satisfaction score from 4.3/5 to 4.5/5 by performing quality check and reviews on other team members' cases.
  - Providing training on new products and technologies to peers and junior team members for 5 hours a week.
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## Relevant skills:

**Network Security:** Cisco, CheckPoint and Fortinet NGFW; Cisco and TippingPoint IPS/IDS; IPsec and SSL VPNs; AAA [RADIUS, LDAP, SSO, 2FA], UTM; Proxy firewalls; SIEM.

**Networking:** LANs, WANs, SD-WAN; Cisco Routers and Switches, STP, QoS, OSPF, EIGRP, TCP/IP.

**TCP/UDP protocols:** Good understanding of FTP, TFTP, HTTP, HTTPS, SSL, SNMP, SMTP, DNS, DHCP, NTP

**Software:** Network monitoring tools, Wireshark, virtualization software, multiple TCP/UDP Servers, Unix-based OS, MS Active Directory.

**Languages:** Fluent in English and Spanish [native] with a basic understanding of Portuguese.

**Client interaction:** Remote support, ticket-based issue management, report creation for customers with a non-technical background, managed IT services.