



Lauren Melenric

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Objective

I am seeking to expand my career into a blended technology/business role. I desire to continue maintaining technical knowledge/curiosity and solve practical enterprise issues while growing my business acumen.

Experience

Dell EMC, Systems Engineer 9/2014 – Present

- Consultative presales role engaging with enterprise customers to recommend IT solutions compatible with their short and long term infrastructure needs
- Provide education and insight on industry trends; demo and discuss EMC technologies
- Communicate effectively at varied technical levels within customer organizations, ranging from operations/engineers to the C-suite
- Serve on leadership team for internal inclusion and diversity group (EMC Women's Leadership Forum, Philadelphia chapter): Vice President 2015-16, President 2017

ShoreTel, NOC Engineer 9/2013 – 6/2014

- Build, maintain and assess routing on Cisco CPE/NPE devices
- Troubleshooting of proprietary applications and soft switches for VoIP connectivity and quality
- Interact with Support Representatives, internal IT and customer IT to resolve critical issues
- Engage upstream carriers for resolution of down T1 and MPLS circuits
- Adhere to Service Level Agreements for prompt resolution of trouble tickets

Rochester Institute of Technology, Jr. Information Security Engineer 11/2011 – 9/2013

- Vulnerability assessment, reporting, and mitigation
- Research and testing of various information security tools for departmental implementation
- Cross-train new hire student employees on internal procedures and tools
- Management and coordination of student employee resources to support faculty and staff in reducing private information footprint across campus

Education

Rochester Institute of Technology August 2013
Bachelor of Science in Applied Networking and System Administration

Courses:

Network Troubleshooting, Advanced Routing and Switching, System Administration I, Network Design and Performance, Network Services, Wireless Network Concepts, Large Scale Computing

Skills

Certifications:

Dell EMC Information Storage Associate
Dell EMC Cloud Architect, Virtualized Infrastructure Specialist
ITIL Foundation in IT Service Management

Technologies:

ESXi | VMWare vSphere, vCenter | Dell EMC Unisphere | Cisco IOS | Wireshark | Wordpress

References available upon request