David McMahon

Network Engineer III

Sherwood, AR | 501-454-1876 | admin@davidmcmahon.us | https://davidmcmahon.us

Experience

Network Engineer III | Home BancShares Inc. / Centennial Bank | Mar 2023 – Present

- Architected, configured and deployed core infrastructure changes in both Conway and Dallas Data Centers, primarily Cisco Nexus deployments using EIGRP and BGP for route advertisements in core to branches.
- Consolidated the Happy State Bank and Centennial Bank Dallas data centers into a single cage, to massively reduce overhead data center costs.
- Transitioning branch sites from ISR2901/ISR4331 with T1 circuits to Meraki MX with SD-WAN/MPLS circuits.
- Maintaining existing Solarwinds Orion server, deployment, and node management.
- Day-to-day typically managing branch outages, working with vendors (Granite, Optus, Progressive Tech) to pull wiring, quickly respond to sites where we don't have local tech support, and working with Executives and Branch Management for future network related requests.

IT Support Engineer II | Amazon, Inc. | Mar 2021 – Mar 2023

- Leading a team of over 20 professionals including 7 Engineers through advanced implementation and troubleshooting of Cisco Catalyst equipment, SuperMicro server hardware, and various Linux and Windows stacks and software services that are the backbone of Amazon's Fulfillment Technologies.
- Developing troubleshooting techniques and documenting research findings to improve future deployments and provide Engineers around the world with information on systems in use at Amazon.
- Acting IT Manager for LIT2, DLR2 and HLI1. Leading the team and organizing recovery effort for several fires/floods, critical infrastructure issues. Orchestrating the various support teams to minimize downtime from user changes, hardware failure and natural disasters.
- Working with specific networking and robotics teams to diagnose and identify globally-impacting Cisco bugs and ACL/QOS deployment issues at 30+ Fulfillment Fabric Network (FFN) Amazon sites.
- Working at and building multiple Amazon Fulfillment Centers and Delivery Stations, deploying Juniper (N19) network stacks as well as Cisco ASR's, WLC's, Distribution (layer-3) routing and access switches.
- Training and mentoring Technicians and Engineers within the Little Rock node as well as in other Nodes in Memphis, Oklahoma City, Tulsa, and St. Louis. Directly contributing to several promotions, hirings, and career-growth movements for my team and peers.

IT Specialist | City of North Little Rock | Jan 2021 – Mar 2021

- Supporting the NLR Water and Electrical Utility Services and Police Department with various end-user troubleshooting and requests.
- Working closely with the Enterprise Services team for network deployments and equipment changes impacting government employees

Systems Administrator | Business Network Solutions | Oct 2019 – Jan 2021

- Planning, installation, and maintenance of all of the enterprise equipment across client base, primarily Watchguard firewalls, Cisco and Unifi networking equipment, and various Dell PowerEdge servers.
- Working with electronic medical record and telemedicine vendors to ensure that clients are always connected and able to treat patients, even in critical times during the pandemic.
- Curating and managing help desk tickets through ConnectWise for a client base of around 80 medical practices and small government offices throughout the state of Arkansas.

Skills

Software

- Linux environments, Ubuntu server, Debian and Fedora/RHEL
- Virtualization stacks with VMWare ESXi, Proxmox (KVM), and Windows Hyper-V
- Docker stacks, portainer management

- NGINX/Apache and Reverse Proxies
- Authentik/Authelia and OAuth/IdP implementation

Networking

- VLANs, QOS, LISP, BGP, IPSEC, Wireguard
- Designing and implementing Star and Spine-Leaf topologies
- Cisco Wireless Controllers and Unifi Controller
- Ericsson MMWave technologies

Hardware

- Dell Poweredge, SuperMicro and HPE Rackmount servers
- Cisco, Juniper, Watchguard, Nokia, Alcatel Lucent and Unifi

Leadership

- Managing teams ranging from 5-20 people as Acting IT Manager / Team lead at several jobs
- Exhibiting a natural instinct to help people, quickly building trust from my team
- Establishing frameworks for easy communications between different teams, encouraging collaboration
- Mentoring and opening my social networks to help others grow in their careers and personal development
- Successfully leading teams through crisis scenarios, making decisions on behalf of my team and company that benefit everyone
- Managing distribution of labor for long projects, ensuring my team is able to stay rested, happy and we are able to provide the best service to the company

References

- **Grant Wilcox** – Director of IT │ Pain Treatment Centers of America
  501-628-2685
  gwilcox@ptcoa.com

- **Chris Wells** – IT Manager II │ Amazon, Inc.
  417-894-8712
  mznwel@amazon.com

- **Adam Ridlon** – Director of Platform Engineering │ WordPress Engine
  501-412-8341
  adamridlon@gmail.com

- **JC Crook** – IT Support Engineer │ Amazon, Inc.
  501-414-5076
  croojc@amazon.com

- **Jay Lulla** – Systems Learning Architect │ Dell Technologies
  405-406-4576
  Jay_lulla@cox.net