

# Ernesto Diaz

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## SUMMARY

Network engineer specializing in multi-site infrastructure and network automation, with hands-on ownership of SD-WAN, security, and monitoring across 80+ locations. Proven ability to design resilient network architectures, standardize deployments, and automate configuration management using Ansible and Git. Strong focus on scalability, uptime, and reducing operational overhead through automation and centralized control.

## SKILLS

<b>Networking</b>	SD-WAN, Site-to-Site VPN, Cisco Meraki, Cradlepoint, Ruckus
<b>Security</b>	Fortinet Firewall, PCI Compliance, Vulnerability Scanning, Patch Management
<b>Monitoring</b>	Zabbix, Grafana, Prometheus
<b>Automation</b>	Ansible, Git, PowerShell
<b>Endpoint Mgmt</b>	Intune, JAMF, Action1
<b>Infrastructure</b>	Structured Cabling, Rack Buildouts, AV/Voice Systems, IP Cameras

## EXPERIENCE

### Pollo Regio

#### Network Engineer / Assistant IT Manager

Sep 2023 – Present

Manage network infrastructure and IT operations across 80+ restaurant and warehouse locations. Lead a team of 5 field technicians.

#### Key Engineering Work

- **Network Standardization (80+ Sites).** Designed and deployed a standardized network architecture across all locations using Cisco Meraki and Cradlepoint, implementing SD-WAN with automatic WAN failover. Eliminated single points of failure and significantly improved network resilience across all sites.
- **PCI Network Compliance.** Designed and implemented network segmentation, firewall policies, and secure access controls to support PCI compliance across 80+ locations.
- **Monitoring & Observability Platform.** Deployed centralized monitoring using Zabbix, Prometheus, and Grafana, providing full visibility into network devices, WAN health, and infrastructure performance. Enable proactive alerting and reduced incident response time.
- **Security & Access Control Improvements.** Implemented MFA and conditional access policies for administrative access to network and infrastructure systems. Replaced password-only authentication and strengthened overall security posture.
- **Warehouse Infrastructure Design (55,000 sq ft x 2).** Architected and deployed full network infrastructure for two warehouses, including switching, wireless coverage, structured cabling, cameras, and endpoint systems for greenfield to production.
- **Hardware Standardization.** Analyzed ticket data to identify failing consumer-grade hardware, then led a company-wide swap to ruggedized commercial equipment. Saved an estimated \$10K-\$25K per year and cut recurring support volume.
- **Vendor Evaluation & Technical Leadership.** Evaluated and tested networking and infrastructure solutions in lab and production environments. Presented recommendations to leadership and drove adoption of standardized platforms.

### *Day-to-Day Responsibilities*

- Design and manage SD-WAN, firewall policies, VLANs, and wireless infrastructure.
- Manage DNS and DHCP for all sites: scope setup, reservations, and troubleshooting.
- Automate provisioning and configuration changes using Ansible and Git workflows.
- Oversee backup and disaster recovery processes.
- Lead and coordinate field technicians, including escalations and project execution.

### **Lead Technician**

*Feb 2023 – Sep 2023*

- Coordinated field technicians across multiple concurrent site installations, serving as on-site lead and point of escalation.
- Standardized physical infrastructure installs: rack layouts, cabling runs, AV and camera installs, and wireless deployments.
- Handled on-site troubleshooting and configuration for network equipment, POS systems, and AV gear during new location builds.

### **Field Technician**

*Aug 2022 – Feb 2023*

- Installed and configured network equipment, POS systems, cameras, AV gear, and cabling.
- Troubleshot hardware and connectivity issues on-site, escalating to senior staff when needed.

### **IT Support Specialist** | [Cyberlink ASP](#)

*Jan 2022 – Aug 2022*

- Managed Citrix XenApp/XenDesktop environments including VDI, Exchange, SQL, and print servers for hosted clients.
- Handled Fortinet firewall administration: policy management, VPN troubleshooting, and connectivity issues across client environments.
- Provided Tier 2/3 support for hosted applications, resolving server-side and network issues.

### **Customer Service Supervisor** | [Walmart](#)

*Mar 2005 – Dec 2021*

- Ran daily operations for the customer service department: scheduling, task assignments, performance tracking, and handling escalated issues for a team of 10.