

Jake Girard

NETWORKING / IT / SYSTEMS / PRODUCT PROFESSIONAL

Providence, Rhode Island

Work Experience

MOO Print Ltd.

East Providence, RI / London, UK

NETWORK ENGINEER II

Nov. 2024 - Feb. 2025

- Worked on design, planning, and start of build-out of network expansion and refresh in MOO's flagship 100k sqft manufacturing facility.
- Lead the IT team on a project to replace all VMWare servers with more reliable and cost effective Proxmox clusters, enabling high availability, better monitoring, and more reliable virtualization for our on-site applications.

NETWORK ENGINEER I

Apr. 2023 - Nov. 2024

- Collaborate with Senior Network Engineer, IT team, production crews, development teams, and end users, both remotely and on-site, to ensure seamless network operations.
- Automate network configuration changes using Ansible, Python, and GitLab, and produce comprehensive documentation for all site configs.
- Support the global Meraki wireless solution, ensuring reliable and secure wireless connectivity across all sites.
- Lead the implementation of InfoBlox DDI / IPAM solution to enhance the reliability of our corporate networks.
- Implement and support monitoring for all network devices and servers, with appropriate on-call alerting, providing 2nd line network support during out-of-hours emergencies.

SQUIRE Technologies

New York, NY

PRODUCT SPECIALIST

Apr. 2022 - Nov. 2022

- Subject matter expert on all things SQUIRE; software, hardware, integrations, reporting, etc.
- Work closely with Product Management, Engineering, and Support teams to relay the voice of the customer to ensure the best outcome for end-users.
- Assist support team with advanced support escalations as well as assisting with any questions that arise from support.

Lightspeed Commerce

Providence, RI / Montreal, QC

TECHNICAL OPERATIONS NETWORK SPECIALIST

Sep. 2021 - Nov. 2022

- Subject matter expert for all customer use Meraki networking equipment.
- Source and test new and developing technologies to be utilized in customer networks.
- Liaison with product development to ensure new product initiatives are sustainable in customer ecosystems.
- Engage in pre-sales discussions with enterprise accounts to plan and coordinate successful launches / pro services engagements.
- Travel to and oversee enterprise-level onsite network installations.
- Planning, kitting, and designing ideal network solutions for customers to ensure seamless overall network operation including wireless performance, firewall security, VLAN segregation, and guest network operation.

TECHNICAL OPERATIONS ENGINEER

Aug. 2019 - Sep. 2021

- Key networking resource for support, sales, and account management teams, providing as-hoc assistance for advanced networking configurations at client sites.
- Assisting with solutions validation to ensure clients have the best experience possible with Upserve.
- Subject matter expert on all Upserve products (Upserve POS, KDS, Inventory, Networking, etc.)
- Assist in improving documentation across the board for internal and external knowledge bases.
- Liaison between support team members and product / engineering team on bugs, feature requests, and overall UX.
- Assist in developing and improving a support Chatbot to decrease support volume and improve customer support experience.
- Worked closely on a field-service project traveling around the country to provide in-person support for a new product release.

IT Support RI

N. Smithfield, RI

SYSTEMS ENGINEER - TIER 3

Oct. 2016 - Aug. 2019

- Assist in maintenance of Windows server 2008, 2012, and 2016 systems, including Active Directory, DHCP, print services, file sharing, FTP, DNS, and SQL management.
- Extensive working knowledge of network cabling, structuring, termination, and certification.
- Perform maintenance and configuration for network hardware such as SonicWALL firewalls, Access Points, switches, printers, cameras, workstations, servers, etc.
- Managed day-to-day client relations as well as ensuring that high-level client specific software and hardware is operating correctly.
- Adept at interacting with owners of small to medium size businesses, in house IT Departments and all employees.

Technical Proficiencies

JunOS, Cisco ASA, Ansible, Terraform, JIRA, DataDog, SumoLogic, Meraki, SonicWALL, Unifi, Grandstream, VOIP, Proxmox, VMWare, Okta, Windows Server, Windows, Linux, MacOS, Networking, Office 365, Fusion 360, 3D Printing, Google Workspace, Salesforce, Slack, LaTeX, Jamf, Intune, Terraform, Bash, Python, AI

Education

Jan. 2019 **CompTIA Network+**

Nov. 2018 **CompTIA A+**

Jun. 2016 **North Smithfield High School**

Activities

Boy Scouts of America

Slatersville, RI

EAGLE SCOUT

Jan. 2015