

AARON PATTERSON

Network & Infrastructure Engineer

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PROFESSIONAL SUMMARY

Network and infrastructure professional with hands-on responsibility for designing, administering, troubleshooting, securing, and modernizing multi-site production technology environments. Experience includes Cisco switching, WAN/LAN infrastructure, static routing, enterprise wireless and point-to-point links, IP addressing, DNS/DHCP, network segmentation, firewall administration, Windows Server, Active Directory, monitoring, documentation, and automation. Currently the sole IT professional supporting approximately 30 employees, 307,000+ online students, 40+ workstations, production servers, and a three-location network.

NETWORK & INFRASTRUCTURE SKILLS

Networking: Cisco CBS2200 switching; LAN/WAN; static routing; IP addressing; port configuration; DNS; DHCP; NAT/port forwarding; TCP/IP; Cat6; network segmentation

Wireless: Point-to-point wireless bridges; SSIDs; channel configuration; IP configuration; signal monitoring; Wi-Fi access points; wireless troubleshooting

Security: Router firewall rules; Windows Firewall; IP blocking; Cloudflare/CloudFilt security rules; network segmentation; security troubleshooting

Administration & Monitoring: Cisco CLI/SSH/console; ping; traceroute/tracert; ipconfig; nslookup; Wireshark; switch/router logs; SNMP; uptime and bandwidth monitoring; packet capture

Automation: Python; PowerShell; Bash; SSH scripting; APIs; Google Apps Script; Git; GitHub

Systems: Windows Server; Active Directory; Microsoft 365; Google Workspace; VMware; Linux; Synology NAS; backup and recovery

PROFESSIONAL EXPERIENCE

World Video Bible School

IT Manager

01/2023 - Present

Texas

- Serve as the sole IT professional responsible for network infrastructure, servers, cloud services, cybersecurity, endpoint support, websites, technology strategy, vendor coordination, and documentation.
- Administer a three-location production network using multiple routers and Cisco CBS2200 switches, including IP addressing, static routes, port configuration, DHCP, DNS, port forwarding, and segmented network design.
- Configure and administer Cisco switching infrastructure through CLI, SSH, console, and web management interfaces; troubleshoot connectivity, port, routing, and performance issues.
- Manage four point-to-point wireless links and standard Wi-Fi access points, including SSIDs, channels, IP addressing, bridge configuration, signal monitoring, connectivity, and end-to-end troubleshooting.
- Support network security through router firewall rules, Windows Firewall, IP blocking, Cloudflare/CloudFilt controls, and network segmentation.
- Diagnose wired, wireless, WAN, DNS, DHCP, and application connectivity issues using ping, traceroute, nslookup, Wireshark, packet captures, device logs, SNMP, uptime monitoring, and bandwidth monitoring.
- Administer Windows Server, Active Directory, Microsoft 365, Google Workspace, file services, endpoint management, backups, patching, and Synology storage while supporting approximately 50-100 technical requests weekly.
- Automate recurring IT and infrastructure work using Python, PowerShell, Bash, SSH scripts, APIs, and Google Apps Script; use Git/GitHub for source control.
- Plan and coordinate infrastructure changes, technology purchases, vendors, diagrams, procedures, and long-term improvements while maintaining production availability.

Pickwick Church of Christ

Minister / Technology Administrator

01/2020 - 01/2023

- Maintained organizational computers, routers, Wi-Fi, network cabling, websites, communications systems, AV networks, live-streaming equipment, audio systems, and projectors alongside primary ministry responsibilities.
- Troubleshot network, computer, streaming, audio, and connectivity issues; maintained reliable technology services for staff, worship, and community communications.
- Led planning, communication, volunteer coordination, and technology improvements while maintaining technical documentation and operational continuity.

Harrah Church of Christ

Minister / Technology Administrator

01/2016 - 01/2020

- Maintained computers, routers, Wi-Fi, network cabling, websites, communications, AV networks, live-streaming systems, audio equipment, and projectors.
- Provided hands-on troubleshooting and technology support while planning and maintaining the organization's network and communications environment.
- Led organizational communication, planning, conflict resolution, teaching, and volunteer coordination.

Additional Experience: Norman Veterans Center - Certified Nursing Assistant (2008-2015); Philmont Scout Ranch & Slippery Falls Scout Ranch - Horse Wrangler / Horse Staff (2007-2009).

SELECTED INFRASTRUCTURE PROJECTS

Network Infrastructure Modernization

- Assessed and modernized the organization's network infrastructure by removing obsolete phone lines, mapping and redrawing wiring diagrams, relabeling Cat6 runs, correcting outdated or improperly configured ports, and installing/configuring new routers and switches.
- Improved network reliability and connectivity across offices and interconnected locations, reducing recurring outages and creating clearer infrastructure documentation for future troubleshooting and expansion.

IT Operations Automation

- Built scripts and API-based workflows to automate recurring infrastructure monitoring, records management, reporting, and maintenance tasks, reducing manual administrative work.

EDUCATION

Bachelor of Science in Information Technology - University of Phoenix, In Progress (Expected 2027)

Associate Degree in Information Technology, Cum Laude - University of Phoenix

Associate of Arts in Biblical Studies, Cum Laude - Memphis School of Preaching