Caleb Winters

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My Key Qualifications

- **1 year of hands-on network engineering** in a healthcare environment, one unbroken stretch from November 2025 at LifePoint Health to today.
- Closed **84 network service requests in 12 months** doing Cisco Catalyst switch provisioning, port activation, and VLAN assignments under established change control.
- Cut average turnaround on Tier 1 network tickets **from 2 business days to 1** by isolating DNS, DHCP, and switchport issues with ping, traceroute, and SSH before escalation.
- Daily user of **SolarWinds and ServiceNow** for network monitoring, incident response, and change documentation.
- Helped deploy **27 Cisco devices across 6 sites**, staging routers, Catalyst switches, and wireless access points during after-hours maintenance windows.
- Capstone project built a multi-site clinic network with **OSPF routing, VLAN segmentation, and site-to-site VPN**, restoring inter-site access in under 15 minutes during failover testing.
- **CompTIA Network+ certified** (2025), with documentation experience in NetBox and Microsoft Visio covering 43 devices and 6 subnets.

Experience

Network Engineer I — **LifePoint Health**, regional healthcare system operating hospitals and clinics

Nov 2025 – Present · 1 yr

- Completed switch provisioning, port activation, and VLAN assignment requests for clinical and administrative spaces, closing 84 network service requests in 12 months by configuring Cisco Catalyst access ports and documenting changes in ServiceNow under established change control.
- Reduced average turnaround on Tier 1 network tickets from 2 business days to 1 by using ping, traceroute, SSH, and documented troubleshooting steps to isolate DNS, DHCP, and switchport issues before escalation.
- Supported staging and replacement of network hardware during maintenance windows, helping deploy 27 Cisco devices across 6 sites: racking and labeling equipment, verifying uplinks, loading standard configs, and validating wireless access point and router connectivity with senior engineers.

Education

- **Middle Tennessee State University** — Bachelor of Science in Information Technology · 2021 – 2025

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Projects

- **Campus Clinic Connectivity Capstone**
  Designed and configured a simulated multi-site clinic network for a healthcare operations capstone: OSPF routing, VLAN segmentation, DHCP, DNS, and site-to-site VPN connectivity. Restored inter-site application access in under 15 minutes during failover testing.
  Tech: Cisco Packet Tracer, OSPF, DHCP, VPN
- **Network Inventory and Diagramming Project**
  Built IP address records, rack layouts, and network diagrams for a local nonprofit office as a systems administration course project. Documented 43 networked devices across 6 subnets in a deliverable adopted by the client.
  Tech: NetBox, Microsoft Visio, TCP/IP

Skills

- **Networking:** Routing & Switching, Cisco IOS, TCP/IP, VLANs & STP, DNS & DHCP
- **Monitoring & Operations Tools:** SolarWinds, ServiceNow, NetBox

Certifications

- **CompTIA Network+** – CompTIA (2025)