Monique Turner

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My Key Qualifications

- **11 years of enterprise network ownership**, one unbroken stretch from Rush University Medical Center in 2015 through Ulta Beauty today.
- Currently owns architecture, standards, and lifecycle management for **branch, campus, WAN, and data center networking** across a national retailer's stores and distribution operations.
- Led **SD-WAN rollout and carrier consolidation across 118 stores**, cutting monthly circuit spend by $41,000 by moving legacy MPLS-only sites to DIA with LTE backup.
- Cut **Sev 1/Sev 2 network incidents from 11 to 6 per quarter** for fulfillment and store transaction traffic, tightening HSRP and BGP failover with IP SLA tracking and observability in ThousandEyes and SolarWinds.
- Deployed an **Arista leaf-spine fabric with EVPN-VXLAN** that reduced east-west latency by 3.8 milliseconds between key application segments.
- Designed segmentation standards with **Palo Alto zones, 802.1X, and zero-trust access**, applied across 34 locations in the first year.
- Built **Ansible and Python automation in Git** that saves about 18 engineering hours per week and flags configuration drift before changes ship.

Experience

Senior Network Engineer — Ulta Beauty

Jun 2022 – Present · 4 yrs 5 mos

- Led SD-WAN rollout and carrier consolidation across the retail footprint: migrated 118 stores from legacy MPLS-only circuits to DIA plus LTE backup on standardized Cisco SD-WAN designs, cutting monthly circuit spend by $41,000.
- Improved reliability for fulfillment and store transaction traffic by implementing IP SLA tracking, revising HSRP and BGP failover behavior, and tightening observability thresholds in ThousandEyes and SolarWinds; Sev 1 and Sev 2 network incidents dropped from 11 per quarter to 6.
- Designed segmentation standards for store, corporate, and operational technology networks using Palo Alto security zones, 802.1X policy updates, and role-based access rules, rolled out to 34 locations in the first year in partnership with the security team.
- Built Ansible playbooks and Python validation scripts in Git to generate standard branch configurations and flag drift before changes were pushed, saving about 18 engineering hours per week across deployments and audit remediation.
- Delivered network infrastructure for 26 store openings and major remodels with zero missed opening dates, creating repeatable implementation standards for access switching, wireless, firewall policy, and circuit acceptance testing.
- Serve as escalation point for complex incidents and lead root-cause reviews using availability, latency, packet loss, and MTTR metrics, while mentoring network engineers and reviewing designs, changes, and vendor proposals.

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Network Engineer — **Blue Yonder**, a supply chain software company serving enterprise customers

Mar 2018 – May 2022 · 4 yrs 2 mos

- Owned design and support of enterprise routing, switching, firewall, and VPN infrastructure, and led data center and colocation network changes for corporate and customer-facing environments.
- Modernized data center fabric for application hosting by deploying an Arista leaf-spine design with EVPN-VXLAN and retiring legacy aggregation bottlenecks, cutting east-west latency by 3.8 milliseconds between key application segments.
- Improved resiliency of hybrid connectivity between offices, colocation, and cloud, raising measured availability from 99.89% to 99.96% by reworking BGP path preferences, upgrading IPsec VPN failover, and standardizing monitoring thresholds in LogicMonitor and Splunk.
- Accelerated recurring firewall and routing changes with Python and Ansible workflows for config generation, peer review, and pre-check validation, cutting average change execution time from 90 minutes to 50 minutes.

Network Administrator — **Rush University Medical Center**, academic medical center and hospital system

Jan 2015 – Feb 2018 · 3 yrs 1 mo

- Supported campus routing, switching, wireless, and firewall operations for the hospital network, handling incident response and scheduled maintenance in a change-controlled 24/7 healthcare environment.
- Deployed 214 access points across 3 buildings during a phased wireless refresh, coordinating site surveys, switchport readiness, controller configuration, and after-hours cutovers to expand secure wireless access for clinicians and staff.
- Cut monthly NAC-related help tickets from 23 to 12 by cleaning up 802.1X policies and endpoint profiling on segmented clinical networks, working with the security team.

Systems Support Specialist — **CDW**, IT solutions provider and reseller

Nov 2013 – Dec 2014 · 1 yr 1 mo

Supported a Cisco office network equipment refresh, helping replace 32 access switches over 4 maintenance weekends by staging hardware, validating port maps, and updating implementation documentation.

Education

- **Illinois State University** — Bachelor of Science in Network and Telecommunications Management · 2009 – 2013

Skills

- **Routing, Switching & Data Center:** Cisco Routing & Switching, Arista Switching, BGP & OSPF-, EVPN-VXLAN, IP SLA & HSRP, Leaf-Spine Architecture
- **WAN & Security:** Enterprise WAN, SD-WAN, MPLS & DIA, Palo Alto Firewalls, IPsec VPN, Network Segmentation & 802.1X
- **Automation & Observability:** Python, Ansible, Git, ThousandEyes, SolarWinds, LogicMonitor, Splunk

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Certifications

- **Cisco Certified Network Professional Enterprise** – Cisco (2021)
- **Palo Alto Networks Certified Network Security Engineer** – Palo Alto Networks (2023)