EZRA CROCKER

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NETWORK SUPPORT TECHNICIAN | CCNA | NETWORK ENGINEERING CANDIDATE

PROFESSIONAL SUMMARY

Network-focused IT professional with hands-on experience supporting enterprise healthcare environments, Meraki wireless refreshes, 802.1X migration support, switching, VLAN validation, DNS/DHCP troubleshooting, PoE checks, and physical-layer connectivity. CCNA certified with a strong foundation in routing and switching, TCP/IP, segmentation, wireless, network security, and structured troubleshooting. Known for owning difficult infrastructure issues from symptoms to root cause, documenting fixes clearly, and partnering with network, cloud, and systems teams across distributed sites.

NETWORK ENGINEERING SKILLS

Routing & Switching: TCP/IP, subnetting, VLANs, trunk/access ports, inter-VLAN troubleshooting, Cisco Catalyst, routing fundamentals, OSPF/EIGRP exposure

Core Services: DHCP, DNS, NAT concepts, NTP/SNTP, SMTP relay troubleshooting, domain connectivity, name resolution, IP addressing

Security & Access: ACL concepts, network segmentation, TLS/HTTPS, SSH, RBAC, least privilege, IDS/IPS concepts, S/MIME troubleshooting

Wireless & Meraki: Meraki MX/MS/MR, AP refreshes, Wi-Fi 6, SSIDs, 802.1X certificate-based wireless, RADIUS migration support, wireless validation

Network Troubleshooting: OSI-model isolation, switch port checks, PoE validation, cabling/patch panels, packet captures, Wireshark, firewall allowlist review

Systems & Automation: Windows 10/11, AD, GPO, Entra ID, Intune, Microsoft 365, Python fundamentals, REST APIs, PowerShell basics

CERTIFICATIONS

Cisco CCNA | CompTIA Network+ | CompTIA Security+ | CompTIA CySA+ | Blue Team Level 1 | AWS Certified Cloud Practitioner | Microsoft AZ-900 | HDI-SCA

PROFESSIONAL EXPERIENCE

Client / Network Services Technician - Advocare

10/2025 - Present

- Support network and endpoint connectivity across distributed healthcare clinics, with emphasis on wireless infrastructure, switch-port validation, VLAN reachability, DHCP/DNS behavior, and production connectivity readiness.
- Participated in an enterprise wireless refresh replacing approximately 500 Meraki MR42 access points with MR44 Wi-Fi 6 access points across clinic locations.
- Assisted with migration of thousands of devices from RADIUS-based wireless access to 802.1X certificate-based Wi-Fi authentication, validating device connectivity and escalating authentication or certificate-related failures with useful detail.
- Troubleshoot Meraki MX/MS/MR infrastructure issues involving AP registration, wireless association, PoE delivery, patching, cabling, switch ports, VLAN assignment, IP addressing, and DNS resolution.
- Support production network cleanup and device segmentation efforts by identifying mispatched equipment, validating device placement, confirming application access, and documenting site-level findings for engineering teams.
- Partner with network engineers, cloud engineers, and site teams during clinic migrations and go-lives to confirm connectivity for workstations, printers, phones, clinical systems, and other network-connected devices.

Site Support Technician - Mercy

09/2022 - 10/2025

- Supported high-priority incidents and go-live projects across hospital environments, ensuring network-connected devices were ready for clinical workflows and production use.
- Patched network connections from wall jacks and patch panels to switches for workstations, printers, phones, scanners, and clinical devices; verified link, IP assignment, domain access, and application reachability after deployment.
- Troubleshot physical-layer and access-layer connectivity issues involving Ethernet cabling, wall jacks, patch panels, switch ports, VLAN placement, printer connectivity, and device network access.
- Coordinated with network and systems teams to isolate whether outages were caused by local cabling, device configuration, DHCP/DNS, authentication, firewall policy, print services, or application-layer dependencies.
- Documented repeatable troubleshooting steps and resolutions for printers, scanning workflows, RemoteApp printing, workstation connectivity, and clinical device readiness to reduce recurring incidents.
- Maintained dependable support during healthcare go-lives where downtime, mispatching, printer failures, or delayed connectivity could affect clinical operations.

SELECTED NETWORK PROJECTS & TROUBLESHOOTING HIGHLIGHTS

Meraki Wireless Refresh and 802.1X Migration Support

- Supported replacement of legacy Meraki MR42 access points with MR44 Wi-Fi 6 APs, helping validate AP placement, cabling, PoE, registration, SSID availability, and client connectivity after deployment.
- Assisted device transition from RADIUS-based wireless access to certificate-based 802.1X authentication by confirming affected device groups, identifying failures, and documenting symptoms for escalation.

Distributed Clinic Connectivity and Segmentation Support

- Validated production connectivity across multiple healthcare locations, including IP assignment, DNS resolution, application access, printer access, and wireless association after infrastructure changes.
- Helped identify devices connected to incorrect ports, VLANs, or network segments and worked with engineering teams to clean up production networks.

Scan-to-Email Root Cause Troubleshooting

- Resolved a complex Canon MFP scan-to-email failure after a clinic migration by isolating the issue beyond basic SMTP, DNS, TLS, and firewall checks.
- Identified S/MIME encryption on the device as the root cause of SMTP failures and restored scan-to-email by disabling the problematic encryption setting.

RemoteApp Printing Workflow Stabilization

- Built and documented a reliable RemoteApp printing workflow using separate local queues for checks and reports on the same USB printer port, mapping each queue to the correct tray behavior.
- Reduced user-facing print failures by standardizing queue naming, driver selection, spool settings, and tray configuration for payroll workflows.

Printer and Network Device Failure Isolation

- Troubleshot HP LaserJet crash/reboot behavior that stopped when disconnected from the network, narrowing the issue toward network, DHCP, firmware, or device communication behavior instead of treating it as a generic printer failure.
- Used DHCP lease/reservation checks, connectivity testing, and network isolation to separate device faults from infrastructure faults.

EDUCATION

Bachelor of Science in Computer Science - **Southeast Missouri State University**

2021 - 2024

PROFESSIONAL DEVELOPMENT

- Currently building deeper network automation skills through Python, REST APIs, and Cisco/Meraki API concepts to support infrastructure automation and modern network operations.
- Continuing advanced routing, switching, wireless, and troubleshooting study beyond CCNA-level fundamentals with long-term focus on network engineering and infrastructure automation.