Tony Herrera

Systems Engineer, Network Infrastructure · Wireless and OT Networking · AWS Serverless

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SUMMARY

Systems Engineer focused on network infrastructure, with 9+ years in IT, including 7 years on Boehringer Ingelheim's enterprise and Operational Technology (OT) networks, which nearly 10,000 people rely on. Specializes in wireless design and validation with Ekahau, Cisco and Juniper Mist infrastructure, and site projects from onboarding to decommissioning. Builds and runs serverless applications on AWS with Terraform, including three production websites. Native Spanish speaker.

EXPERIENCE

Systems Engineer, Network Infrastructure
Sep 2025 – Present

Boehringer Ingelheim · *Hired directly after 6 years as a contract Network Technician*

- Manage 3,000+ network devices, including switches, routers, firewalls, and access points, on networks nearly 10,000 people rely on.
- Onboarded 7 sites and decommissioned 6; currently involved with 5 active sites.
- Design wireless networks as the team's wireless specialist: predictive and validation surveys with Ekahau and Sidekick 2, and Cisco and Juniper Mist access point deployments.
- Support network infrastructure for Operational Technology (OT) systems in manufacturing and research environments.
- Manage enterprise switching and routing (VLANs, VRFs), high-availability topologies, and firewall security policies.
- Serve as single point of contact (SPOC) for assigned sites as Local Contact (LCON) and Network Contact (NCON), and run site network projects end to end, including budgets and equipment ordering.

Network Technician
Sep 2019 – Sep 2025

Boehringer Ingelheim · *Contract through American IT Solutions*

- Led on-site deployment and integration of network-wide upgrades, including switches, routers, firewalls, and access points.
- Configured Cisco Catalyst switches and access points for new installations and RMA replacements.
- Maintained and troubleshot LAN/WAN infrastructure (switches, routers, firewalls, voice gateways) and the laptops, desktops, printers, and AV equipment on it.
- Managed vendors for LAN copper and fiber cabling and WAN fiber and dark-fiber circuits, from quotes through invoices, and negotiated hardware and software purchases for network projects.
- Kept device, cabling, and telecom records current in Cisco Prime, Micetro, and FNT Command, and tracked work in Jira and ServiceNow.

Desk Side Services Technician
Jun 2017 – Sep 2019

Johnson & Johnson

- Managed a Windows 10 migration for 1,000+ users from Windows XP, Vista, and 7, and trained users on the new procedures.
- Resolved 90% of tickets on first contact without escalation, supporting users on site and nationwide through ServiceNow.
- Deployed Lenovo desktops and laptops with light-touch and heavy-touch PXE imaging, and managed hardware inventory and disposals.
- Kept IT documentation accurate and complete for FDA audits, and supported validated legacy applications under safety and validation guidelines.

PROJECTS

Serverless web platform
Three production sites on AWS: tonyherrera.org, plus herreracatering.com and herrerawoodworks.org for family businesses. CloudFront, S3, API Gateway, Lambda, DynamoDB, and SES, each its own Terraform stack, for about $0.50–3 a month per site.

Dictionary Notes · Obsidian plugin
Open-source TypeScript plugin in Obsidian's Community plugins directory: definitions, idioms, and quotes as notes, with Spanish support. 103 automated tests; CI with build-provenance attestation.

SKILLS

Networking
Enterprise switching and routing (VLANs, VRFs), firewall security policies, high-availability topologies, LAN/WAN, voice gateways, OT networking, TCP/IP, DNS, DHCP

Wireless
Ekahau predictive and validation surveys and reports, Sidekick 2, Cisco and Juniper Mist access points

Platforms and tools
Cisco Catalyst, Cisco Prime, Juniper Mist, Micetro, FNT Command, ServiceNow, Jira

Cloud and code
AWS (Route 53, CloudFront, S3, Lambda, API Gateway, DynamoDB, SES), Terraform, TypeScript, JavaScript, Python, Java, Git, GitHub Actions

Operating systems
Windows, Linux (Arch, Ubuntu Server, CentOS, Mint, Kali)

CERTIFICATIONS

CompTIA Security+, Network+, and A+ (expired)

EDUCATION

Georgia Gwinnett College
Coursework · 2010–2012

Perimeter College
Coursework · 2008–2009

LANGUAGES

English (fluent) · Spanish (native)