

JALLAH SAYWALA

Sr. Network Engineer | Sr. IT Project Management | Telecommunications Infrastructure

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PROFESSIONAL SUMMARY

IT professional with 15+ years of experience supporting, monitoring, and troubleshooting enterprise LAN/WAN and telecommunications infrastructure — well beyond the 7-year requirement in LAN/WAN Networking, Network Troubleshooting, TCP/IP, Network Hardware & Telecom Equipment, and Network Monitoring. Hands-on background administering Cisco, Juniper, Palo Alto, and SonicWall hardware; resolving escalated connectivity and uptime issues; and working in an ITIL environment across change, incident, and asset management processes. Skilled at training end users and IT staff on network and telecom troubleshooting, and quick to adopt enterprise-approved AI tools such as GitHub Copilot and Microsoft 365 Copilot to improve productivity in troubleshooting, documentation, analysis, and automation.

CORE SKILLS

LAN/WAN Networking: LAN/WAN Networking, TCP/IP, Routing & Switching (BGP, OSPF, EIGRP), VLAN/STP, QoS, DNS/DHCP, IPsec VPN

Network Troubleshooting: Network Troubleshooting, connectivity issue resolution, escalation handling, Level 1/2/3 support

Network Hardware & Telecom Equipment: Cisco (Routers/Switches, ASA, Nexus, Meraki), Juniper SRX, Palo Alto, SonicWall, MPLS & SD-WAN telecom circuits

Network Monitoring: Network Monitoring, network uptime monitoring, SolarWinds, SCCM, network scanning/audit tools

ITIL / Service Management: ITIL environment, change management, incident management, asset management, technical documentation, PII/HIPAA compliance

Systems & Cloud: Windows Server, Active Directory, Exchange, VMware, Azure, AWS, virtualization

AI Tools & Automation: GitHub Copilot, Microsoft 365 Copilot, GenAI productivity tools, PowerShell, Python, Ansible scripting

Project & Vendor Mgmt: PMP-certified; cross-functional team leadership, vendor management, stakeholder communication

PROFESSIONAL EXPERIENCE

Sr. IT Project Manager — Sanford Health, Fargo, ND (Remote) *Dec 2025 – Present*

- I led a multimillion-dollar “Island” project to integrate legacy Sanford Health and Marshfield Medical Center software applications.
- I am currently leading multiple enterprise-wide Epic efficiency projects, including STEMI and MRI CPT safety codes, and a VMware 9 upgrade across multiple markets.
- Promote demands to project, validate project scopes, fill and monitor RAID logs, and assign and schedule tasks required to complete each project.
- Lead lessons learned at the end of each project.
- Lead change requests and communications efforts.
- Schedule project meetings, set meeting agendas, take meeting notes, next step/action items, and follow up with team members to ensure each task is completed within the project scope, schedule, and budget.
- Participate in improving MPLS, SD-WAN, and other telecom circuits; monitor network uptime and resolve connectivity issues, including escalation handling.
- Use enterprise AI tools (GitHub Copilot, Microsoft 365 Copilot, and other AI platforms) to improve productivity in troubleshooting, documentation, analysis, and automation.

IT Contractor / Independent IT Consultant — Yahna LLC, Fargo, ND (Remote) *Dec 2020 – Dec 2025*

- Support, monitor, test, and troubleshoot LAN/WAN networking and telecom infrastructure for 45+ client accounts, providing both remote and on-site network troubleshooting.
- Monitor MPLS, SD-WAN, and other telecom circuits; monitor network uptime and resolve connectivity issues, including escalation handling.
- Build and sustain networks integrating governance, compliance, and risk controls; install, maintain, patch, and secure network hardware and telecom equipment including routers, switches, servers, storage, and peripherals.
- Deployed and administered Windows Servers in virtualized environments (VMware, Azure); built a virtual lab on Google Cloud Platform and trained local IT staff on Cisco networking and troubleshooting.
- Used enterprise AI tools (GitHub Copilot, Microsoft 365 Copilot, and other GenAI platforms) to improve productivity in troubleshooting, documentation, analysis, and automation.

Senior Network Engineer — Cognizant, Minot, ND *Sep 2019 – Dec 2020*

- Administered a campus network (data, voice, wireless) supporting 300+ end users, performing LAN/WAN, VoIP, and wireless network troubleshooting.
- Performed equipment updates, asset management, performance tuning, and change management while working in an ITIL environment.
- Conducted network audits using network monitoring and scanning tools to proactively identify and resolve issues and monitored network uptime for escalated connectivity problems.
- Built a Cisco remote-access VPN solution enabling 300+ employees to work remotely during COVID-19; assisted with PII/HIPAA compliance strategy.

Network Engineer — The State of North Dakota, Bismarck, ND *Feb 2019 – May 2019*

- Configured 250+ Juniper SRX 340 routers, delivering fiber-optic gigabit internet connectivity to K-12 schools and state agencies.
- Maintained Palo Alto firewall updates and security compliance across all state agencies and K-12 sites.
- Created and maintained VPN access for remote users and sites; supported field engineers upgrading and bringing remote sites online.

Network & Operations Manager — Google/CSquared, Monrovia, Liberia *Jun 2018 – May 2019*

- Led 3 deployment engineers and 40+ contractors, vendors, and suppliers to complete a \$17M Monrovia Metro Fiber Optic network.
- Connected 100+ cellular towers (MTN, Cellcom) and 50+ Government of Liberia ministries and agencies to the core network.
- Coordinated project timelines and milestones; provided mentorship to deployment engineers and managed local/international vendor relationships.

IT Manager — Innova Integration Solutions, Williston, ND *Nov 2015 – Oct 2018*

- Led the transformation of an internal IT department into a Managed Service Provider (MSP).
- Built and sustained networks integrating governance, compliance, and risk controls; configured, tested, baselined, and managed firewalls, remote access, and Wi-Fi.
- Migrated an Active Directory Domain Controller from Windows Server 2008 to 2012 R2, improving performance for a client site; maintained network configuration documentation.

EDUCATION

M.S., Information Systems Management — Holy Family University, Philadelphia, PA (Dec 2012)

B.S., Technical Management / PC Networking — DeVry University, Fort Washington, PA (Jul 2008)

CERTIFICATIONS

PMP | CCNP (Enterprise, Enterprise Core, Wireless Core) | CCNA (Routing & Switching) CompTIA A+