**Brett Jackson**

7720 Oconnor Drive, Round Rock TX 78681

Home: 315-935-3009

brettj85@gmail.com

**Summary**

Seasoned Network Support Engineer well-versed in supporting users and troubleshooting problems. Bringing remarkable understanding of Network operations and resilient nature focused on finding root causes and making permanent improvements.

**Skills**

|  |  |
| --- | --- |
| * Microsoft certified 70-480 CSS, HTML, and JavaScript - oct 2018 * .Net MVC * Red hat/Ubuntu, Windows, and MacOS * Agile Methodologies * Remedy * IBM Netcool | * SQL * Networking and Internet Protocols(OSPF, RIP, EIGRP, IP, DHCP, DNS) * Web development tools * Selenium Automation * JIRA * Team leadership |

**Experience**

Charter Communications October 2017 to Current

Network Engineer III  
Austin, TX

* Extensively researched unfamiliar products and technologies in an effort to learn how best to incorporate new options
* Led multi-faceted courses and specific training modules relating to network operations
* Assessed scope and sequence of project by participating in meetings with quality assurance, development and project management teams
* Conducted full life-cycle software development in multiple software environments including standalone software in .NET and SNAP development in Java
* Implemented quality control objectives, actions and procedures to resolve Remedy ticket issues and optimize Remedy ticket reliability
* Monitored ticket quality and created reports indicating the effectiveness of the quality management system in achieving identified goals
* Established and led multi-departmental meetings to increase productivity between Quality Assurance, Reporting, RCA, and Process

Charter Communications February 2017 to October 2017

Network Engineer II  
Austin, TX

* Led team of 20 newly hired Associate Engineers engaged in Monitoring Transport and Video networks and devices
* Led teams of multi-disciplined engineers on bridges to solve complex network and video outages
* Eradicated multi-faceted network issues that involved hardware, software, power and communications
* Addressed emergent issues and technical problems by assisting the project planning staff with developing action plans and appropriate solutions

Charter Communications June 2014 to January 2017

Associate Engineer  
Syracuse, NY

* Proactively identified and solved complex problems impacting operations and customers on a large scale
* Worked overtime, including evenings and weekends, to respond to emergencies and fix network and video impairments
* Provided onsite training
* Provided technical and operational support for entire organization
* Led bridges consisting of multi-disciplined groups of engineers to repair complex network and video impairments
* Managed all event follow up for my shift and maintained e-mail resource accounts

Time Warner Cable June 2013 to April 2014

IT Contractor  
Syracuse, NY

* Consulted users to determine areas in need of improvement
* Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately
* Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service
* Installed, tested and serviced computers and peripherals, ensuring that they functioned correctly
* Planned and executed Windows 7 migration

Verizon Fios January 2007 to November 2012

Fiber Optics Network Technician  
Syracuse, NY

* Provided outstanding fiber optic service to new and long-standing customers by attending closely to concerns and developing solutions
* Monitored, located, and resolved optical line terminal issues remotely or with a truck roll
* Managed Linux servers for internal tools
* Tier 2 technical support for Windows, Mac OS, and Linux networking

CableOne January 2005 to January 2007

Technical Support Representative  
Phoenix, AZ

* Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions
* Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support
* Sole provider of all levels of technical support, management, and billing to 800,000 customers in 21 states from 12am to 9am
* Managed the overnight phone switch
* Monitored overnight transmit levels, return levels, the phone switch, and any IVR messages
* Monitored nationwide signal loss overnight
* Trained and mentored new hires and struggling employees

**Education and Training**

High-Tech Institute - Phoenix

Associate of Science: Computer Science

Phoenix, AZ

Austin Coding Academy

Certificate of Completion: HTML, CSS, Javascript

Austin, TX

Austin Coding Academy

Certificate of Completion: C#, T-SQL

Austin, TX

Austin Coding Academy June 2019

Certificate of Completion: Advanced .Net And MVC

Austin, TX

**Activities and Honors**

* Charter Distinction Award 2017
* Charter Achievement Award 2017

**Websites, Portfolios, Profiles**

* www.MeetBrettJackson.com
* https://www.linkedin.com/in/brett-jackson-57568554/
* https://github.com/Brettj85