

## PROFILE

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Disciplined military veteran with a consistent track record of excellence, highlighted with several awards above and beyond the call of duty. Particularly skilled with learning and adapting under pressure, minimizing turnaround time to assist co-workers, thereby maximizing efficiency in the workplace. An expert troubleshooter, who excels and enjoys thorough analytical and diagnostic approaches to resolving complicated obstacles. Passionate and dedicated to quality work, always completing mission tasks, and ensuring the highest customer satisfaction. Well versed and experienced in today's leading hardware, software and data communication technology, with a proven and consistent ability to unravel all of the intricacies and mysteries of a new system or technology. Thereby providing rapid and accurate customer service solutions no matter the obstacles.

## TECHNOLOGY FAMILIARITY/RELEVANT SKILLS

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Technology: LAN, VPN, VLAN, VPLS, Remote Connectivity (RDP, Telnet, SSH), TCP/IP, DNS, DHCP, WINS, BGP, OSPF, RIP, TDM, MPLS, SIP, eSIP, RTP, SNMP, POP3, SMTP, FTP, ICMP, NAT, SSL, Digital Certificates (authority), Active Directory (AD), Group Policy, SCCM, CRM. Network Operations Center (NOC)/Tactical Operations Center (TACOPS) NMS. System upgrade/patching/installation, back-up, fault tolerance & disaster recovery technologies.

Languages: (d/x)HTML, CSS, XML, Perl, Python, PHP, C, C++, Java(script), VB Script, PowerShell.

Databases: MySQL, Microsoft SQL Server, Oracle, Sybase.

Hardware: PCs, Laptops, IP Telephony systems, multi-function Printers, Router/Gateway, Modem, NID/NIU. Cohesity, Hewlett Packard, Dell blade and rack servers. Storage Area Network (SAN-EMC, IBM, HPE). Network-Attached Storage (NAS). Firewalls (SonicWall, HP). SONUS (NBS, SBC), Broadsoft, Nortel DMS, Lucent 5ESS, Cisco, Juniper, Brocade, Fortinet, SONET(Cisco, Nortel, Positron), DWDM (Infinera, Cisco, Nokia), Ciena Switch, Nexus Switch, ACME Router, Arista Switch, ADTRAN Aggregation Platform.

Applications: Datadog; Genesys (Voice Platform, Call Center Suite, Framework Routing and Operations); Browsers (Internet Explorer, Firefox, Chrome, Safari); Call-Tracking/Ticketing (Remedy, ZenDesk, ConnectWise); Security (Norton, McAfee, AVG, Kaspersky, Microsoft SE Anti-Virus programs); Microsoft Office365 (SharePoint, OneDrive, etc.); Middleware (Content Management Systems, Web, Database, Application Servers); Quickbooks.

Operating Systems: Windows (XP, 7, VISTA, 8/8.1, 10); Unix (Mac OSx 10.x, Solaris); Linux (CentOS, Ubuntu, RHEL); Microsoft Server (2003, 2008, 2012, 2016); Android (4.x, 5.x, 6.x); iOS (7.x, 8.x, 9.x); Novell Netware 6.0, Microsoft Exchange Server.

Virtual OS/Systems: VMWare (Workstation, vSphere, ESXi, NSX); HyperV; Linux KVM; Oracle VirtualBox; Citrix (GoToMeeting, GoToAssist, XenApp, XenDesktop, XenServer). OpenSwitch OVS/OVSdb (Cluster Management, Open vSwitch, Open vSwitch Database). Network Virtualization (GSX, PSX).

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### Independent Networking Consultant

August 2019-Present

- Engaged to investigate & solve Escape From Tarkov's (BattleStateGames) networking issues with client/server synchronization, API & DB potential vulnerabilities & security flaws.
- Performed network analysis & worked closely with network programmers to provide recommendations on resolving those key issues.
- Various other projects of a network or systems focus.

### Network Engineer *Eleven, Inc.*

June 2018-February 2019

- Project Manager for Legacy Migrations. Successfully migrated ~5,000 entries off of obsolete existing platform, as much as \$100k under budget. Led teams and partners across a technically complex, diversified, accelerated process. Removed foot print in California Data Center. Mitigated risk factors through careful analysis of statistical data. Prepared technical documentation, reports and
- WLAN Subject Matter Expert for ElevenOS integrations with the following controllers: Ruckus ZoneDirector & SmartZone. Cisco Meraki, Nomadix, Aruba, MikroTik, Ubiquiti, and Palo Alto.
- Configure, maintain and install WLAN gateways, access points and controllers remotely. Integrate with proprietary software in a cloud environment.
- Designed, configured and worked directly with developers on a unique WISP solution for Royal Caribbean Cruise Line utilizing ElevenOS, PA-800 Series NGF and Nomadix AG.
- Tier 3 resource for partners and direct customers in network administration and proprietary software problem resolution. Interact with vendors for product support or technical information related to customized solutions.
- Updated, wrote and consolidated documentation/knowledge base for more efficient partner and internal use.
- Developed proposal to leadership to implement Change Management process and procedures. Also assisted implementing robust infrastructure, network health and platform monitoring through third party NMS and Amazon Web Services (AWS).
- Re-designed, replaced and re-configured aged office wireless system in accordance with established industry best practices.
- Re-designed, replaced and re-configured office intranet and infrastructure. Re-wired MDF and wiring closet, removed unnecessary and insecure network equipment.
- Participate in monthly on-call rotation.

**NOC Specialist III**

November 2015-2017

*XO Communications/Apex Systems*

- Primarily responsible for monitoring and providing application support for Cloud Voice (VoIP) Platforms: Call Center on Demand (CCOD), High Volume Out Dial (HVOD), Virtual Hold Technology (VHT), Intelligent Call Routing (ICR), Interactive Voice Response (IVR), Genesys Voice Platform (GVP), Dialogic VXML/VTOP VoiceGenie, Conveda Voice Platform (CVD), SIP Peer Routing (SPR), Internal Conferencing Platform (XOICP) and various Web Applications.
- 24x7 (on-call) Network monitoring environment via Network Management Software (NMS) for multiple sites including customer sites, from SOHO to Enterprise, within the continental United States. Respond to network security events or intrusions.
- On-Site Data Center Technician, responsibilities included installation and configuration of systems, database and network equipment. Collaborating with customers and Project Managers to design, configure and install server equipment in our co-location wing to established XO guidelines. Maintenance and troubleshooting of emergency, electrical and HVAC equipment. Following established best practices, processes and procedures for efficient Data Center Operations.
- Providing helpdesk support with Remedy ticket management, including interfacing with Vendors, LECs, CLECs, IXCs and field technicians. Providing Tier III VoIP and Tier II Network diagnosis and troubleshooting in collaboration with other XO departments to correct trouble reports.
- Serve as primary point of contact for customer escalations via phone, e-mail and web-portal ticket requests or trouble reports. Coordinate and collaborate with applicable team(s) on repair effort, taking ownership of issue until confirmed resolution.
- Network Systems support for internal network troubleshooting, repair, researching and documenting root cause of network outages. Remote testing of circuits, trunk groups and systems to ensure health and connectivity. Typical network support centered on voice call quality or other voice analysis.
- Responsible for routing traffic on GVP, ICR and/or Legacy platforms. Including Sonus, Dialogic, Conveda, Enterprise Data Network (EDN) and SuperNode networks. Monitor, repair and manage Core and Edge IP, VoIP, Metro and Long Haul Transport, TDM, SONET, DWDM, VoIP, and MPLS based networks or systems.
- Responsible for early morning (3<sup>rd</sup> shift), daily and nightly, Database, Network and Systems maintenance task lists, and, semi-annually, bi-annually, or annually scheduled maintenance items. Also included system upgrades, patching or installations.
- Testing and Development of Genesys IVR solutions, HVOD outbound and other IVR voice modules.
- Serve as Technical Account Manager (TAM) or assist Account Managers with technical customer and/or Vendors interactions. Primarily responsible for USPS (held Security Clearance) relations as the Technical Lead, providing ticket management, voice and systems support as well as complex collaborative troubleshooting.
- Review, prepare and disseminate ticket reports (via PowerPoint and Excel) to customers in weekly meeting as the meeting presenter.
- Develop, maintain and support (deploy and update) Production environment tools (Java applications) used by other internal XO departments (Windows and Linux server administration).
- Assist in programming/scripting call recording, FTP and any other legacy customer based interactions that entails remote delivery of reports, data, recordings, or some other method of file delivery.
- Project Management creation or collaboration of internal NetOffice based tasks with Platform Management team.
- Maintain or create standard operating procedures (SOP) for Production operations in a dynamic environment. Created department Knowledge Base and assisted in migrating to the larger XO organization wiki (SharePoint).

**Deployment Technician L2**

September-November 2015

*TEKSystems Global Services**Dell/STAR Project*

- On-site lead for installation and configuration of specialized AT&T display units (TV, Samsung tablets and smartphones). Co-ordinated with AT&T store personnel to ensure user training was sufficient and to address any additional concerns with the equipment, and, its usage.

*Charles Schwab Project*

- On-site lead for VoIP installation/relocation, duties included removing, replacing and installing network cables, basic cable testing, tone probing, and remote testing. Tracking and ensuring the correct IP phones are provisioned with the correct information. Assisted with TELCO port and additional troubleshooting. Installed & configured VoIP for all users in the downtown Portland branch.
- Primary contact for technical staff training and end-user training for new phone system, VoIP capabilities and a general overview of how it works (previous POTS users).

*WWT/Anheuser Busch Project*

- On-site lead for Windows XP to 7 migrations, duties included basic PC repair & network troubleshooting, OS backups, pushing additional software per user request. Installed, configured and customized Windows 7 for every user in the Portland location.
- Additional duties included asset and migrator tool tracking, taking additional requests on-site and routing that information back to the off-site team
- Primary contact for technical staff training and end-user training on Windows 7.

**Support Engineer**

March 2014-November 2014

*Utilant LLC*

- Assisted with network and server support/administration ensuring maximum uptime of web servers, databases and NAS.
- Provided helpdesk support for proprietary insurance software via inbound/outbound calls, boldchat (web), and e-mail. Responsible for insurance platform (FEE, Carrier, Appraisal, etc.) coding errors, web-based software.
- Collected, analyzed and organized trouble reports for presentation to the developer team. Co-ordinated project management solutions with customers' accounts and the developer team.
- Technical support contact for client (per SLA) helpdesk teams as escalations, or, providing that role on a contract basis, in troubleshooting and maintaining, as a server administrator for their web service on our hosted servers in an off-site datacenter.

- Install, configure and maintain Windows IIS, network equipment and computer system(s). Delivering services to customers online.

**Helpdesk**  
*Niagara County Community College*

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January 2011-2012

- Maintained IT equipment in the campus computer lab, including printers (fax/scanner combo), network access and point of sale terminals. Improved upon existing systems/network administration and designed new measures allowing more than 50 workstations an uptime of >99% or higher.
- Proficient use and knowledge of the industry's latest applications; including the Microsoft Office suite, browsers, various internet applications, and proprietary software (Pearson's, etc.).
- Ensured interconnectivity between terminals, servers, and print equipment over wired and wireless networks.
- Daily duties included troubleshooting and repair of PCs, workstations and printers as well as direct customer service with ~750 individual users throughout the work day.

**Tier 2 Technical Support Representative**  
*AT&T U-Verse/Pinnacle Technical Resources Inc.*

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October 2008-May 2009

- Presented as the top agent in the center for the month(s) of November thru February. Consistently top 10 thereafter, outperforming a center wide 500 agents.
- As one of the top agents in the center, assigned specialty queues for the most knowledgeable, experienced and responsible agents. Technicians required detailed technical instruction for repair or inter-operability on drop lines, NID troubleshooting, customer networking solutions (PC, TV, & Residential Gateway's, VoIP).
- Promoted to team assistant, a position designed to assist team members and other agents by answering technical questions in company chat rooms, for all support levels throughout AT&T, and provide basic, advanced or special training. Fostered long lasting professional behavioral standards for new agents and colleagues U-Verse wide.
- Responsible for customer home network and PC support solutions, including technicians in the field and other service related inquiries. Handled between 30 and 50 trouble calls daily.
- Additional responsibilities included project management with end-users, technicians, NOC team and individual field offices (managerial in nature). Detailed walkthroughs with installation technicians, field troubleshooting and any on-the-site customer requests (point-of-sale).

**Level 1 Home Networking Technician**  
*2WiRE/Volt Services*

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February-October 2008

- Achieved Ruby level (Tier 3/5) in the 2WiRE Diamond Ambassador program for excellent performance.
- Responsible for customer's first level technical support with DSL service. Troubleshooting included system, service and PC issues, documented tickets and resolutions, and escalated as needed. Handled between 40 and 60 trouble calls daily.
- Shortly after training, exceeded all agent metrics, securing the #1-Top-Agent for the call center. A position that I consistently held thereafter.
- Promoted to technical lead in assisting agents with their performance metrics. As well as training and development of new-hire agents, ensuring a smooth transition from classroom to daily operation.

**United States Army, (E-4) Corporal**  
*Air Traffic Control, ground-level*

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September 2004-2007

- Managed and supervised a team of 6 in use of the Early Warning System (EWS). Planned, supervised and implemented strategies that resulted in a successful deployment to the National Training Center in Fort Irwin, California.
- Astute and decisive training led to the EWS team recognized as the fastest team throughout the Division.
- Awarded several times by battalion, brigade and theater-level leadership for exceptional duty and service.

*Tactical Operations Center*

- Operated military specific systems responsible for the entire defensive perimeter of living space in Iraq. Over 300,000 people under my direct care.
- Played key role in successful engagements, awarded Combat Action Badge for actions.
- Operated simultaneous communication equipment with the operations center and individual emplacements on a regulated time table.
- Observed careful scrutiny of disseminating secure information over three global networks.

*Unmanned Aerial Vehicle (UAV) Support*

- Operated a Global Broadcast System (GBS), providing tactical imagery for the 82<sup>nd</sup> Airborne Division's UAV training and field exercise. Provided continued support to the Intelligence, Surveillance and Reconnaissance (ISR) synchronization process in accordance with run books, daily and shift checklists.
- Awarded a commendation for quality decisions and steadfast dedication to the success of the mission.

*Administrative Assistant*

- Duties included working directly with upper management in the coordination of missions, allocation of supplies and ensuring regulatory compliance. Compiled reports and collected data for statistical trends in spending and unit efficiency.
- Implemented new digital filing and database record keeping system, transferring old data to the new format.
- Assisted in producing the Family Readiness Group's newsletter, connecting official deployment news with families in the US.

*Communications Equipment Supervisor*

- Direct handling, programming and responsibility of equipment in excess of \$1,000,000. Implemented specific unit tracking systems for equipment sign-outs.
- Responsible for equipment maintenance, weekly, monthly, semi-annually, and annual operational inventories with third party (civilian) contractors.

*Information Technology Helpdesk*

- Provided Client and Server technical support for 50+ users. Generally responsible for on-site trouble calls involving military specific hardware/software. All trouble calls required detailed documentation and informing other departments of any IT problems or policies that applied to the unit.

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#### FORMAL EDUCATION

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| <b>Associate in Science, Computer Information Systems</b>                               | 24 August 2013 |
| <i>University at Buffalo &amp; Niagara County Community College, Sanborn, NY, 14132</i> |                |
| <b>Distinguished Honor Graduate, Advanced Individual Training</b>                       | 1 April 2005   |
| <i>United States Army, Fort Bliss, TX, 79901</i>  |                |

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#### CERTIFICATIONS

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| <b>CompTIA A+</b>        | <i>Not current, expired as of 2014</i>        |
| <b>CompTIA Network+</b>  | <i>Certified current (2018), exam N10-007</i> |
| <b>CompTIA Security+</b> | <i>Certified current (2018), exam 501</i>     |