Howard Palmer

Talented Network Engineer with over 12 years experience seeks position that will utilize exceptional training, certifications, and experience as a network engineer and support specialist.

palmer.howard@gmail.com

Summary

Network and Security Engineer. Specialize in Operations.

Experience

Senior Cloud Operations Engineer at Joyent
July 2017 - Aug 2018

Operations of Joyent's public & Samsung Private Cloud infrastructure. Delivering cloud technology and IaaS (Infrastructure as a Service) support to Joyent & Samsung customers by providing a solutions-driven approach to address technical issues relating to SmartDataCenter (SDC) and our Joyent Public/Private Cloud. Strong Networking and DevOps experience; diligent in communication throughout the life cycle of all issues.

Metro Field Network Deployment Engineer at YoutubeTV
February 2017 - May 2017 (4 months)

SUMMARY: -Provide Linear TV network implementation. -Perform Linear TV/Video network pre-build work in support of regional signal capture sites. -Coordinating with hardware team for Linear TV/Video network pre-build work in the regional signal capture sites. -Maintain the highest quality standards in all assigned Data Center locations and remote Points of Presence.

(POP). -Recommend improvements to processes that may impact the quality of our network assets or improve overall efficiencies for any related process or system.

Google Fiber - Network Engineer II Tier 3 at
Google February 2016 - March 2017 (1 year 2 months)

OVERVIEW:

• Tier 3 Network operations team is responsible for uptime and management of the Google Fiber network.

• Perform proactive exercises to identify network faults and take necessary steps to resolve them.

• Rollout minor and major changes to the production network in a planned manner to avoid service disruption to the end customer.

• Handle escalation from tier 2 network team on immediate service affecting issues, cross collaborate with various teams(vendors, B/OSS, SRE, video-support teams, etc.) and drive towards recovering the network in an expedited manner.

• Provide support for difficult network problems that require comprehensive understanding of the network and various systems that tie in to provide service to the customer.

• Perform network configuration changes, firmware upgrades, device turn-ups and closely work with Tier 2 team to perform maintenances and handle escalations.

• Performed proactive network audits to identify and fix issues and maintain the high level of network service availability.

• Highly skilled Network Engineer who monitors, maintains, and troubleshoot active devices within the Google Fiber network. This includes consumer premise devices, data centers, stand-alone equipment shelters, video head-ends, and core network.

FTT-TIER-III-TECHNICIAN at Zayo Group
November 2014 - February 2016 (1 year 4 months)

SUMMARY: The FTT Tier 3 Technician/Engineer is a key member of the FTT (Fiber-to-the-Tower) organization.

In collaboration with the FTT architectural and engineering teams, they will ensure engineering design standards are applied and implemented across the multitude of existing FTT networks and new deployments. They will ensure Zayo's FTT networks are proactively managed for performance and capacity. By designing resilient, reliable and efficient networks, the FTT Tier 3 Technician will ensure Zayo exceeds the requirements and expectations of our customers.

RESPONSIBILITIES:

Act as the subject matter expert within the FTT engineering team. Provide mentoring and design support to the FTT engineering team in the startup of new FTT projects. Collaborate with the architectural team to (a) develop and roll out network design standards, (b) introduce

new elements and design configurations into the network and (c) identify and develop solutions to network challenges. Apply network performance and network capacity planning/management methodologies and tools to the operational network. Develop installation and test documentation in support of network deployments. Provide guidance to the install NOC during the turn up phase of projects and provide support and trouble analysis on the active network. Provide Tier3/4 support to Operation team during network

emergencies. Provide troubleshooting guidance to operations Manage the lifecycle of network elements including network upgrades and replacements.

ISP Network Engineer II at Cox
Communications February 2013 - September 2014
(1 year 8 months)

SUMMARY Service Provider IP Operations Engineer II has primary responsibility for support of the National Network. The technologies consist of MPLS, Network Intelligence, Carrier Grade NAT, and Optical Transport. The National Network provides service delivery capability for all of Cox service offerings, i.e. Video, Internet, Voice, Business Services, and WiFi.

RESPONSIBILITIES 1. Implement global software issues/upgrades, equipment upgrades, and/or configuration changes. 2. Coordinate solutions with vendors and field personnel for equipment or operating system issues 3. Develop reports on network events and post mortems on outages in Cox's communication network. 4. Provide on-site and/or remote technical support for all Cox transmission media. 5. Interface with other departments and markets to resolve network problems. 6. Real-time problem management including coordinating customer calls, problem escalation to appropriate support levels, tracking, and follow-up. 7. Contribute to training materials, training presentations and the creation of methods and procedures as needed. 8. Use performance monitoring capabilities to isolate service issues.

NTOC Data Service Assurance Analyst I at Cox Communications
September 2007 - February 2013 (5 years 6 months)

SUMMARY: Provide Tier III & IV Service & Operations Management, Service Problem Handling and Service Quality

Management for Cox Products, Services and Applications (CPSA) at the enterprise level. Cox CPSA have complex designs, which include CPE, RF, HFC, DOCSIS, protocols, signaling, security, switching, routing, servers, operating systems, databases and rating/billing.

The analyst will act as the subject matter expert and owner of operations service management, escalation & incident command. This will include providing recommendations to management for changes & additions to the portfolio of CPSA for which they are responsible. As such, they will be responsible for assuring defined service quality metrics are met and the processes, tools and information are available to be effective and efficient in their Tier III & IV role.

System Database Administrator at ComSquared Systems
February 2005 - September 2007 (2 years 8 months)

Deploy and support Sun Entry-Level and Carrier-Grade Servers on Solaris 9/10 OS.
Helpdesk and onsite support with Telnet,SSH,FTP and VPN remote client support
to Unix/Solaris 9/10 Servers. Execute working knowledge of custom scripted
software with training and development on MySQL 2000 server. Database
management and maintenance; backup, archive, and restore.

Think Pad Support Admin at IBM March 2003 - February 2005 (2 years)

Technical Liason providing Helpdesk support for all IBM modeled ThinkPads with Windows and Linux OS

platform. Full hardware and software phone support to clients using Clarify/Remedy ticket
management and tracking system.

Senior Lead Technician at Best Buy March 2000
- December 2003 (3 years 10 months)

Built,install and troubleshoot for optimal system performance with personal computers, laptops and printers.
Project Coordinator. Performed presentation on customer sales and education in Technology related to
companies goal and focus. Developed personal sales techniques to generate customer growth in sales and
help increase company revenue.

Education

ITT Technical Institute Bachelor of Science (B.S.), Information System &
Cyber Security, 2010 - 2013 **ITT Technical** AS, Computer Networking
Systems, 2003 - 2005

Honors and Awards
JNCIS-SP (JNO-360)