

Ben Robison
8020 NE 20th St.
Vancouver, WA 98664
(360) 910-7808
binrawbissun@gmail.com

OBJECTIVE

To obtain a permanent position, with growth potential, a management team who actively recognizes their employee's efforts and utilizes my Network/Systems Administrator, I.T., and Telecommunications skill sets.

TECHNICAL SKILLS SUMMARY

OS & ENTERPRISE APPS: Windows NT/2000/2003/2008/2012/2016/2019, MacOS, Microsoft Exchange, UNIX, Linux, OpenBSD, VM Ware, Terminal Server, Adobe Creative Suite, Citrix, SONiC, HP OpenView, Cacti, Open NMS, PRTG, Spectrum, SolarWinds, PRTG, Wire Shark Analyzer, Splunk, and ServiceNow.

CONNECTIVITY & HARDWARE: Cisco 1800, 2600, 2900, 3500, ME-3400, 6500, and 7200 series, Catalyst 1900, 2900, 3750, Juniper MX and EX series, Routers, Switches, F5, NetScaler, Dell, HP, IBM, NetApp, HPE, Alcatel-Lucent 7450, MRV OS900 series, MetaSwitch, Overture/Hatteras, Adtran, Anda, Arista, EXFO, Sunrise, JDSU, Wireless, T1, Ethernet, Fast Ethernet, Gigabit Ethernet, Cable/DSL Modem, Analog Dialup, Channel Banks, PBX, CAT5e, CAT6, CAT6e.

PROTOCOLS: TCP, IP (Ethernet, SONET, ATM, Frame Relay, PPP), BGP, MPLS, OSPF, VRRP, STP, RPR Q-in-Q, QoS, SNMP, ICMP, NFS, NetBIOS, SD-WAN, VLAN, WLAN, 802.11x, 802.1x, NAT, VPN, FTP, VLAN, IGRP, EIGRP, RIPv1, RIPv2, SIP, VoIP, DNS/rDNS (Pointer, MX, A).

DESKTOP TECHNOLOGIES: Windows 3.1 to 10, OSX, Microsoft Office Suite, MS Edge, Internet Explorer, Mozilla Firefox, Chrome, Outlook, Scanners, Printers.

PROGRAMMING: BASIC HTML, Cisco IOS, Bash, PowerShell, CMD.

VALIDATION: Circuit/Product Certification, Test & Measurement Procedures, Project Management, Product Deployment, Budgeting, Management.

PROFESSIONAL WORK EXPERIENCE

L2 Network Technician (Accelerate Consulting Inc.)

2021-2022 (contract)

- As a L2 Network Technician for Daimler through ACI and Black Box I managed the operations within the data center. From installing & decommissioning data center gear to planning/preparing for future growth.
- I discerned cable matrices and participated in daily activities such as meetings, vendor escorts, and troubleshooting.
- Worked with IBM, HPE, Cisco, NetApp, etc. equipment.
- Managed and monitored environmental variables (PDU's, KVM's, A/C, etc.).
- Worked with other teams such as Networking, Compute, Security, etc.
- Also managed equipment being received to the data center as well as shipping out decommissioned and/or faulty gear.
- Helped refine processes & procedures that pertained directly to data center operations.

Network Engineer (IDC Technologies)

2021 (contract)

- As a consultant for Microsoft through IDC Technologies and Mindtree, I configured devices (i.e., Exchange Servers, Cisco routers, Arista routers, and SONiC devices) for deployment in their SD-WAN/Cloud infrastructure.

Sr. Network Analyst (Fiserv)

2014 – 2019

- As a member of the NOC, I provided support for all incidents and tracked them through ServiceNow. Provided immediate response and/or investigation of system alerts as a troubleshooter in a large, complex network environment.
- Monitored network performance and took proactive corrective action to ensure maximum network availability was achieved.

Job Responsibilities:

- Provided network support for troubleshooting and resolving network related incidents, providing assistance to peer team (engineering, security, system administrators) to identify, isolate, restore and apply long term corrective action(s).
- Provided Sniffer capture and decode. Perform detailed packet analysis via data packet capture to rule out network issues and provide diagnostics for application and server problems.
- Assisted customers both internal and external with connectivity problems as they relate to the network.
- Assisted with client testing, new implementations, new product access, and DR testing.
- Participated in special project teams, representing network operations on new products designs and implementations. Developed network support structure and process for new Business Unit implementations.
- Ability to communicate with Business Unit management and/or their clients disseminating information relevant to the client request in a clear and concise manner.
- Supported LAN network via F5 & NetScaler load balancers.
- Resolved issues and dealt with difficult situations, bringing a high degree of professionalism and tact during stressful circumstances, representing Fiserv as a quality organization.
- Evaluated new hardware, monitoring systems and tools.
- Configuration of new and existing hardware.
- Created reviews, approves, and performs network changes.
- Assisted with major Maintenance Windows and DR tests as needed.
- Participated in Problems reviews and meetings.
- Worked with Network Engineering, Monitoring team, and vendors to evaluate & test new hardware, monitoring systems as well as tools.
- Researched solutions to coding challenges both in the lab and working with 3rd party vendors.
- Troubleshoot complex routing and spanning tree issues.
- Created reviews, approves, and performs network changes.
- Created and maintained internal processes and procedures.
- Monthly Reporting including capacity reporting, incident reporting, etc.
- Participated in testing and training of Network Analysts and Staff Analysts.
- Supported OSPF network infrastructure.
- All other duties as assigned.

Network Engineer (Silver Star Telecom)

2013 – 2014

- Overseeing network design (LAN & WAN), implementation, creating documentation on process, procedure, network topologies, and audits.
- Upgraded and/or replaced core switching gear. Provisioned new layer 2 and layer 3 services for customers.
- Configured and implemented test/certification equipment.
- Maintained IPv4 assigned IP blocks from ARIN.
- Created numerous databases that did not exist prior to me so that we could track assets, customer records, customer services, internal & external IP assignments, and CLR's.

Implementation Technician (LightSpeed Networks)

2008 – 2013

- Provisioning network switches to be deployed at premises. Configuring services through multiple technologies (RPR, STR, SONET, MPLS, Multi-Chassis LAG, etc.) and multiple vendor products (Alcatel-Lucent, Hatteras, Juniper, Cisco, MRV, Adtran, Anda, etc.).
- Monitored & troubleshoot T1, DS3, OCx, and fiber networks throughout the states of Oregon and Washington.
- Services I was responsible for were Transport Ethernet & Internet access.
- Adhered to MEF specifications and applied these standards to our current products for engineering design.
- Certified all products using EtherSAM (Y.1564) & RFC2544 standards.
- Assisted in the design & development of WAN's.

- Supported OSPF network infrastructure.
- Other duties are elements of Sales Engineering where I was able to look at committed orders and glean from them that there were issues with the service ordered and plant/network exhaustion, pinch-points and/or hand-off types that don't match bandwidth profiles.

NOC Technician (Integra Telecom)

2008 (contract)

- Monitored and troubleshot T1 and DSL circuits for all of the markets Integra had throughout the US.

Network Administrator (Chambers Cable)

2006

- Was responsible for maintaining & monitoring the network for both HFC plant & our Ethernet architecture.
- Created an intranet for the office which included updating & modifying regularly.
- Provisioned & de-provisioned cable modems for our subscriber base and monitor their individual status.
- Also created numerous forms, spreadsheets & documentation that made the business run more efficiently by keeping everyone on the same page.
- Coordinated many of the steps required for the deployment of DS3 bandwidth.
- Acquired our IPv4 blocks of IP addresses through ARIN.
- Made changes & updates to company website.
- Provided technical support to both or residential & commercial customers via phone & on site.
- Performed site surveys for wireless networks for larger scale operations and worked with bulk account holders to educate & support their internet clientele.

VoIP/Service Tech (Bend Broadband)

2005 – 2006

- Primary person responsible for ground up setup and configuration of multiple LAN/WAN networks including Cisco routers and switches to utilize multiple routing protocols and VLAN configurations.

Sr. Telecom Technician (Comcast)

2000 – 2005

- Installed, repaired and implemented all products offered by the company, which included High Speed Internet, VoIP, VoD, DVR, HDTV, and wireless networks.
- Troubleshot customers' equipment such as computers, TV's, home theater systems, CAT5, CAT3, coaxial, fiber optic, network interface cards, routers, cable modems, eMTA's and hardline equipment.
- Assisted in maintaining plant integrity & upgrades in the field.
- Partnered with internal & external departments to ensure adherence to FCC & NEC guidelines and laws.

TECHNICAL CERTIFICATIONS & QUALIFICATIONS

Cisco Certified Network Associate (CCNA) Education: Portland State University 2009 (not official CCNA cert)

EDUCATION

SONET training via Global Knowledge 2012

References Available Upon Request