JEREMIAH DAVIS

https://www.jeremiahdavis.io
Atlanta, GA • Office: (404)-898-7068
Mobile: (678) 910-8724 • jd6129@att.com

SKILLS

- Security Implementation
- Network Engineering
- Incident Management
- Computer Networking

- Application Delivery
- Application Requirements
- Traffic Management

- LAN/ WAN, TCP/ IP Networking
- BGP, OSPF, RIP, EIGRP, IGRP

- Project Management
- Technical Analysis
- Process Improvement
- RCA Investigation

PROFESSIONAL EXPERIENCE

AT&T

Sr Specialist – Network Support   August 2012 – Present

- Conduct monthly user acceptance testing, validation, and reporting on system performance
- Verify the accuracy of the Ring Tracking database and make updates to remove errors and reduce lost time
- Provide fault isolation and analysis for over 500 Metro Area Ring Networks
- Create and host outage bridges during major incidents to reduce phone calls to the center and free additional resources to address incoming troubles
- Execute software updates to clear system issues and roadblocks for the team
- Determine root cause analysis and opportunities to decrease chronic issues to attain a 4-hour SLA commitment

Network Manager   May 2001 – August 2012

- Analyzed daily and monthly productivity and efficiency reports and used data to better manage everyday operations
- Turned data from 17 direct reports to actionable steps to improve employee performance
- Networked with software engineers, project managers and system architects on 5 key applications and proposed feedback on performance and reliability to increase employee productivity
- Guided process improvement team to streamline workflows to manage a growing 3 million customer base
- Advised the integration team on improvements to the customer tracking database that lowered call talk time by 10%
- Built and managed 10-member team to deliver an awards and recognition program
- Drove training coordination project to a 40% increase to meet MSOC's certification requirement
- Developed employees for advancement opportunities resulting in 6 employee promotions

Technical Manager   December 2000 – May 2001

- Developed documents detailing procedures to familiarize users with new technologies reducing onboarding time for new technicians
- Directed the delivery of IT infrastructure and Operations taking a direct leadership and active support role
- Examined troubleshooting procedures and made suggestions that resulted in a 10% increase in tickets worked daily
- Analyzed error conditions and modified hardware and/or software to correct the error
- Monitored network for system troubles and reported outages supporting 800,000 customers
- Requested by manager to fill open Network Manager position due to strong performance as a Technical Manager

Multimedia Technician   August 1998 – December 2000

- Facilitated vendors with the installation and repair of broadband services for 400,000 customers
- Coordinated task between internal and external organizations and helped new DSL product through early roadblocks
- Trained and mentored 20+ new and existing multimedia technicians on system management, troubleshooting and call handling

- Built, configured, installed, and managed networking IP telephony infrastructure hardware and software
- Promoted to Technical Manager due to high performance and strong technical skills

CERTIFICATIONS

Microsoft Azure Fundamentals
Microsoft

AWS Certified Cloud Practitioner
Amazon Web Services

CompTIA Security+
CompTIA

PCAP Certified Associate in Python Programming
Python Institute

Cisco Certified Network Associate
Cisco

EDUCATION

Bachelor of Science in Electronics Engineering Technology
DeVry Institute of Technology
Decatur, Georgia

TRAINING

Prepare for the Developing Solutions in Microsoft Azure (AZ-204) Exam
LinkedIn

Algorithms and Data Structures in Python
Udemy

Agile Scrum
Udemy

Microsoft Power BI Desktop for Business Intelligence
Udemy

PROJECTS

Project link: https://github.com/J3r3miahD

Azure Project
- Utilized CSS, JavaScript, C#, and HTML to build frontend of resume webpage
- Hosted and deployed webpage using Azure Blob storage, Functions, and CosmosDB
- Provided Continuous Deployment and unit testing through GitHub Actions workflow
- Initiated content delivery and SSL certificate through Azure CDN

Python Projects
- Deployed 5 python coding projects to GitHub to increase python programming knowledge