

Phillip Sutton

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Nashville, TN..
(615)-426-6708

Highly skilled and dedicated Network Engineer with over 5 years of experience in Deployment, Implementation, Network Engineering, and Field Engineering. Seeking to leverage my expertise in a challenging Network Engineer role.

EXPERIENCE

Dish Wireless, Nashville, TN. — Network Field Engineer **May 2022 - Aug 2023**

Assisted in 5G Open RAN Wireless Telecom Network infrastructure builds and operations across Tennessee, Southern Kentucky, and Indiana.

Architected network systems by configuring Dell PowerEdge servers and Cisco MR access points; troubleshooted issues to ensure 99% uptime, resulting in 25% reduction in downtime and increased productivity.

Demonstrated expertise in configuring and optimizing routing protocols (RIP, IGRP, OSPF, EGP, EIGRP, BGP) to ensure efficient data distribution.

Instrumental in improving wireless telecom network operations by leveraging VMWare Telco Cloud Automation Platform, resulting in a 30% decrease in deployment errors and saving over 100 hours per month in manual testing and support tasks.

Documented network topology, IP addressing, and network diagrams.

Premise Health, Franklin, TN. — Network Engineer **Nov 2021 - Mar 2022**

Provisioned and maintained end-to-end wired and wireless networks.

Conducted hands-on installation and configuration of network architecture onsite and remotely, deploying and managing Cisco Meraki Cloud Solutions, Aruba, LAN, WAN, and wireless technologies.

Planned and deployed network infrastructure components, including cabling, switches, and routers.

Configured and maintained LAN infrastructure, including switches, routers, and access points.

Proficient in understanding various types of firewalls (network, host-based, web applications, and AWS Cloud).

Managed assigned project resources including budget adherence and third-party vendor partnerships.

Change Healthcare, Nashville, TN. — Clinical Exchange Development Engineer **Apr 2021 - Nov 2021**

Responsible for integrating third-party business systems onto the Change HealthCare EHR (Electronics Health Records) business systems platform.

Prioritized high volume caseloads while adhering to business metrics standards and Client (SLAs (Service Level Agreements)) Service Level Agreements.

Implement new EDI/EHR and related services accounts for LabCorp and Quest Diagnostics.

Certifications

- **CCNA- Cisco Certified Network Associate - Cisco Certified Network Associate**

- **Cisco - Understanding of Cisco Network Devices**

- **Responsive Web Design**

- **Javascript Algorithms and Data Structures**

- **AWS- Certified Solutions Architect Associate Certification**
—(In Progress)

SKILLS

Networking

- 5 plus years in Networking, troubleshooting, design and implementation.
- IP addressing and subnetting.
- Windows. Server 2016/2019
- Wireless Telecom Infrastructure
- Routing Protocols: **(TCP/IP, DNS, DHCP, STP, BGP, OSPF, SNMP, EIGRP):**
- RF Engineering and Civil construction processes.
- Strong Analytical and Problem solving.
- Excellent Communication and Interpersonal Skills

Test and validate functionality between Change Healthcare, EHR and lab systems integration.

Duties include specialized collaboration with clinical Laboratories to integrate client accessible portals and services utilizing SQL databases.

Served as primary liaison between third-party clients and multiple external/ internal groups to clarify goals and meet standards and deadlines.

Change Healthcare, Nashville, TN. — *Business Systems Engineering*

Jan 2020 - Oct 2020

Responsible for investigating financial transactions processed via Electronic Data Interchange Systems.

Detect, investigate, diagnose and recover anomalies across the production infrastructure

Utilize Unix and Linux server databases to extract HL7 data for collection, analysis, and correction of failed transactions.

Provide technical assistance with guidance to medical labs, insurance, and healthcare providers

Troubleshooting malfunctions with EDI systems process and programs to pinpoint the root cause of issues

Successfully document, manage, resolve, and report all discoverable data and correction methods to management and stakeholders.

Contributed to successful field deployment of business systems improvements.

NTT Data, Nashville, TN.— *Field Engineer*

Apr 2019 - Jan 2020

On-site installation, implementation, configuration, maintenance, troubleshooting and/or repair of desktops, notebooks, printers, and associated peripherals. Serves as company liaison with clients on administrative and technical matters.

Install and configure EHR/EMR systems such as Epicor and Epic.

Responsible for adherence to strict SLA (Service Level Agreements) policies and response times within the Emergency Medical environment.

Ticket and workload management utilizing the Salesforce ticketing system.

Resolve escalations to maintain strong client experience levels.

Provides technical feedback on technical process issues to improve overall service delivery.

Star Manufacturing, Smithville, TN.— *Network Administrator | IT Service Desk Supervisor*

Oct 2017 - Oct 2018

Primary responsibility includes the management of the Service Desk and Network Administration within a manufacturing environment.

Responsible for network monitoring and performance maximization in a manufacturing environment (Meraki Cloud).

User IDs, and Access Controls and passwords in Active Directory.

Maintained records, internal ticketing escalations, asset audits and technical documentation

Managed projects to deploy applications to desktop computers, laptops, and mobile devices

Initiated Operating Systems upgrades for over 200 computers from Windows 7 to Windows 10 for the production floor.

Oversaw asset decommissioning and re-location planning for network integration projects.

EDUCATION

Bachelor of Science, Information Science, University of Phoenix, Tempe, AZ, Expected Completion Date - June 2024

CCNA-Networking Certification Training, Cybersecurity Institute at Lab Four, 10/2019 - 02/2020

Full Stack Web Development, Tech Alliance \ Persevere
10/2023 - present

