

IAN GUITARD

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<https://theduzer.github.io/index.html>

PROFESSIONAL PROFILE

Results-driven Senior IT Professional with 8+ years of experience across highly regulated sectors (DHS, FAA). Proven expertise in network engineering, systems integration, project management, and automation/data science, specializing in mission-critical LMR, TDM, microwave, and IP-based carrier networks. Seeking to leverage broad technical knowledge and leadership capabilities in a challenging Technical, Management or Executive IT role.

TECHNICAL SKILLS

Networking, Infrastructure & Cybersecurity

Carrier Ethernet, IP Networking (BGP, OSPF, EIGRP, HSRP, TACACS+, RADIUS, L2TPv3, SNMP, etc), Microwave Networks, TDM (DS0 to OC3), Analog Circuits, Radio Communications, Cisco Hardware, SolarWinds, Radio Encryption (OTAR), Key Management Facility (KMF), Encryption Databases, Cybersecurity, VoIP, Avaya

Automation, Data Science & Software Development

Python, PowerShell, SQL, HTML, CSS, JavaScript, Orange3 (ML), Data Visualization, Pandas, Selenium, Scripting, REST APIs, Business Intelligence, User Interfaces/UX, Microsoft Office (Access, Excel, Word, etc), Microsoft Power BI, Wireframing, Fieldworks Language Explorer (FLEx), Electronic Language Atlas (ELAN), Natural Language Toolkit (NLTK), Database Management, UiPath

IT Service Management (ITSM)

Project Management, ServiceNow, Maximo, BMC Remedy, Citrix, Azure Active Directory, Oracle MetaSolv, Hardware Provisioning, Trouble Ticket Management, IBM Rational ClearQuest

CERTIFICATIONS & EDUCATION

Florida State University, Graduated 2022

M.S. in Information Technology, 4.0 GPA, Golden Key Honor Society

Graduate Certificates: Information Architecture, Information Leadership and Management

University of Florida, Graduated 2016

B.A. in Linguistics, Minor in Anthropology, 3.2 GPA, Phi Kappa Phi Honor Society, Society for Collegiate Leadership

COMPTIA Network+, Issued 2013

PROFESSIONAL EXPERIENCE

IT Tech Direct, LLC | Telecommunications Specialist / Database Admin | May 2024 – Present

- * Managed and secured critical radio encryption databases and keying material for diverse government, law enforcement, and military clients utilizing the U.S. Department of Homeland Security's Land Mobile Radio (LMR) communication systems.

- * Executed Over-the-Air Rekey (OTAR) services across complex analog and IP-based networks, ensuring continuous, secure voice and data communications for end users and field service officers.

- * Provided high-level remote support and technical guidance on radio configuration, hardware provisioning, and IP addressing management for high-profile government customers.
- * Administered the Motorola Key Management Facility (KMF) and leveraged ITSM platforms (ServiceNow, Maximo) for efficient task management and service delivery.

L3Harris Technologies | Senior Network Engineer | March 2022 – April 2024

Spearheaded complex engineering and modernization projects supporting the U.S. Federal Aviation Administration (FAA) nationwide, managing and delivering critical carrier network infrastructure.

- * Directed end-to-end network projects encompassing design, purchasing, provisioning, and deployment of analog TDM (DS0 to OC3), microwave, and IP-based copper/fiber network circuits with national and local carriers, including Lumen, AT&T, Verizon, and Comcast.
- * Developed and deployed machine learning (ML) workflows using Python and Orange3 to predict completion time and associated costs for new projects, providing data-driven insight for executive review, and leading to firm, data-backed contract negotiation with clients and partners, optimizing resource allocation.
- * Automated critical processes related to assignment, provisioning, and update tracking via Python scripting, significantly alleviating task overload for the engineering team and inspiring the Internal Research and Development team to pursue further orchestration.
- * Led a major, nationwide project to prepare data center footprints (space, power, and cabling) for large-scale network modernization efforts which were completed ahead of schedule, ensuring readiness for incoming \$1B contract.
- * Engineered and built user interfaces and dashboards for process automation and for interfacing with legacy network hardware data (DNX and DACS devices), improving operational efficiency.

IT Tech Direct, LLC | Systems Technologist | April 2018 – March 2022

Provided essential on-site and remote network support to the U.S. Department of Homeland Security (DHS), focusing on incident management and quality control across carrier networks.

- * Implemented robust quality control (QC) processes for trouble ticketing that successfully reduced the internal error rate from approximately 19% to 0%, dramatically improving data integrity and operational reliability.
- * Managed support ticket escalation, direct monitoring of analog and IP-based carrier network connections, and user account administration.
- * Engineered a backend and graphical user interface (GUI) using PowerShell to streamline data tracking and reporting for internal trouble ticket quality control efforts.
- * Configured and managed network hardware, utilizing key protocols (BGP, EIGRP, OSPF, TACACS+, RADIUS) and monitoring tools (SolarWinds).

ADDITIONAL EXPERIENCE

Hillsborough County Public Schools | English Teacher | January 2017 – April 2018

University of Florida | Linguistic Data Annotator | September 2015 – December 2015

PuroClean | IT Consultant | October 2012 – November 2013