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

## **Relevant Experience**

### ***IT Tech Direct, LLC***, Telecommunications Specialist (May 2024 - Present)

**Duties:** Manage and administer radio encryption databases for various government, law enforcement, and military entities via the U.S. Department of Homeland Security's LMR (Land Mobile Radio) communication systems and OTAR (Over-the-Air Rekey) services across analog and IP-based networks, providing remote support to end users and field service officers.

**Technical Proficiencies:** Computer Networking, Database Administration, Microsoft Access, Microsoft Office, Microwave Networks, Radio Communications, Cybersecurity, Encryption, Hardware Provisioning, Radio Configuration, IP Addressing, Motorola Key Management Facility, ServiceNow, Maximo, Citrix, Windows, SQL

### ***L3Harris Technologies***, Senior Network Engineer (March 2022 - April 2024)

**Duties:** Support the U.S. Federal Aviation Administration nationwide by managing and executing projects with interdisciplinary teams related to purchasing, design, provisioning and deployment of analog TDM (Time-Delay Matrix), microwave and IP-based copper / fiber network circuits (and construction needs thereof) ranging from channelized DS0 to OC3, including brokering of new business partnerships and contracts between national and local carriers.

### **Notable Projects:**

- Automated various processes related to assignment, provisioning, and update tracking for ongoing projects with Python scripting, alleviating task overload for engineers, inspiring further development by consulting with the Internal Research and Development team to enable further orchestration and automation with existing in-house software
- Created machine learning workflows to predict completion time and expected costs of tasks related to new projects using Python and Orange3, including supplementary data summaries, dashboards and visualization for regular executive review and enabling firm, data-driven contract negotiation with clients and business partners
- Created user interfaces for process automation of team's daily tasks and for interfacing with data from legacy network hardware, including DNX and DACS devices
- Lead and completed nationwide project to prepare footprint at data centers for large-scale network modernization effort via space, power, and cabling

**Notable Business Partners:** Lumen, AT&T, Verizon, Comcast, HawaiiTel, Spectrum, Frontier, GTT, Zayo

**Technical Proficiencies:** Project Management, Database Administration, Oracle MetaSolv, Data Science, Design Layout Records (DLR), Software Engineering, Network Engineering, Business

Intelligence, Cross-Connects, Muxing/Demuxing, Automation, Machine Learning, Python, PowerShell, Orange3, HTML, CSS, JavaScript, User Interfaces, User Experience, IBM Rational ClearQuest, Carrier Ethernet, Windows, SQL, REST APIs

***IT Tech Direct, LLC***, Systems Technologist (April 2018 - March 2022)

Duties: Subcontracted by Peraton to provide on-site and remote network support to the U.S. Department of Homeland Security, including support ticket management, escalation and direct monitoring of analog circuit connections, IP-based carrier networks, and user accounts

Notable Projects:

- Implemented quality control processes which brought internal trouble ticket error rates from ~19% to 0%
- Scripted backend and GUI using PowerShell to assist with data tracking for trouble ticket quality control efforts

Technical Proficiencies: Cisco Hardware, Computer Networking, IP Networking and Management Protocols (BGP, EIGRP, OSPF, TACACS+, RADIUS, L2TPv3, SNMP, etc), Database Administration, SolarWinds, Citrix, Azure Active Directory, VoIP, Avaya, BMC Remedy, ServiceNow, Maximo, PowerShell, Windows, Network Hardware Configuration

**Additional Experience** (Further clarification upon request)

*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)

**Education and Certificates**

\*Additional training documentation and professional references available upon request

***Florida State University***, 4.0 GPA

M.S.IT, Information Technology

Graduate Certificates: Information Architecture, Information Leadership and Management

Golden Key Honor Society

***University of Florida***, 3.2 GPA

B.A., Linguistics, Minor in Anthropology

Phi Kappa Phi Honor Society

Society for Collegiate Leadership

***Eastern Florida State College***, 3.8 GPA

A.A., General Studies

Honors College Nomination

***COMPTIA Network+***, expired 2013