

IAN GUITARD

ian.a.guitard@gmail.com | LinkedIn: <https://linkedin.com/in/ian-guitard-87a242174> | Portfolio: <https://theduzer.github.io/index.html>

PROFESSIONAL PROFILE

Results-driven Senior IT Professional with 12+ years of experience across highly regulated sectors (DHS, FAA). Proven expertise in network engineering, systems integration, project management, cost reduction, and automation/data science. Seeking to leverage broad technical and leadership skills in a challenging Technical, Management, or Executive IT role.

TECHNICAL SKILLS

Networking, Infrastructure & Cybersecurity

Carrier Ethernet, **Network Engineering** (BGP, OSPF, EIGRP, HSRP, TACACS+, RADIUS, L2TPv3, SNMP, etc), Microwave Networks, TDM (DS0 to OC3), Analog Circuits, Tone Testing, Radio Communications, **Cisco Hardware**, **SolarWinds**, Over-The-Air Rekey (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**, **UI/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**, **Splunk**

IT Service Management (ITSM)

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

CERTIFICATIONS & EDUCATION

Florida State University, 2020-2022, Graduated

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

Graduate Certificates: Information Architecture, Information Leadership and Management

University of Florida, 2014-2016, Graduated

B.A. in Linguistics, Minor in Anthropology, 3.2 GPA, ΦΚΦ Honor Society, SCLA

Eastern Florida State College, 2013-2014, Graduated

A.A. in General Studies, 3.8 GPA, Honors College Nomination

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.

* **Established sole responsibility for management of daily incoming device reports, to include data validation and server-side configuration, with an average volume of about 150 devices per week.**

- * Managed OTAR and GPS services across complex 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 for the U.S. Federal Aviation Administration (FAA) nationwide, managing and delivering critical 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.

Conducted research to broker new business relationships with local network providers in tandem with L3Harris legal representatives.

- * Led a data-driven financial optimization initiative by querying Splunk server and analyzing network data (TDM, Ethernet) to identify legacy circuits for decommissioning or upgrade, **resulting in an 80-90% average Monthly Recurring Cost (MRC) reduction per project.**

- * 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 with push-button task automation.**

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).