**BRIAN JOHNSON**

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Summary

Service-centric IT professional offering 24 years of experience maintaining enterprise networks focusing on LAN/WAN Service Delivery, Service Assurance and Security Compliance. Cross-functional leader successful in cooperating with multi-disciplinary teams and senior level management. Skilled in managing assigned workforce towards achievement of organizational goals.

**Skills**

**General:**

* Leadership, Supervision, Team building, Issue and conflict resolution, Active listening, Goal-oriented, Time management, Collaboration, Processes and procedures

**Technical Certifications:**

* freeCodeCamp Responsive Web Design, 2021
* freeCodeCampJavaScript Algorithms and Data Structures, 2021
* Cisco Certified Network Associate, 1999
* Certified NetWare Administrator, 1994
* Certified NetWare Engineer (3 course completed), 1994

**Network Operating Systems:**

* Cisco: IOS/IOS-XE, CATOS, NX-OS, PIX
* Checkpoint/Nokia: IPSO

**Network Hardware/Security Appliances:**

* Cisco IOS/IOS-XE: 2500/2600-XM/2800/2900/2500 XL/3550/3700/3750/3800/3900/4000/4500/5500/6000/6500/6800/7200/7500/
* Cisco NX-OS: N2000/N5000/N7000 series
* Cisco PIX: 515/525
* Nokia: IP440/660/380

**Network Analysis and Management Tools:**

* ServiceNow, Cisco CiscoWorks, Cisco Secure ACS, Cisco Network Compliancy Manager (NCM), Cisco WLSE, Tivoli VitalNet, Remedy Action Request System (AOTS), Peregrine Service Center, ITSM Maximo, Ethereal

**Programming Languages:**

* ANSI C, Python, CSS, HTML, Javascript

**Office Productivity Applications:**

* Microsoft: Word/Excel/PowerPoint, Visio, Outlook, OneDrive
* Lotus: Notes

**Education**

**University of Rhode Island – Kingston, RI**

1992 Graduate Courses

**University of Vermont – Burlington, VT**

1991 Bachelor of Science in Electrical Engineering

**Professional Experience**

**Associate Director-Technology – AT&T Inc. (2006 - present)**

*Supervisor – Security Compliance Services:*

* Created a Center of Excellent (COE) focused around security compliance. Supervised multiple teams supporting over 140 commercial accounts distributed across multiple regions (North America, Europe, Latin America). Responsible for ensuring all devices comply with corporate policies and standards. Single point of contact for all external and internal audits. Periodic review of Key Performance Indicators (KPIs) to ensure achievement of organizational goals. Used analytical skills to conduct Risk Process Improvement, Process Design & Process Excellence. Collaborated with internal teams to find areas of opportunities for automation. Partnered with architects, engineers and executives to drive the adoption of new policies. Established mentoring relationships with direct reports. Encouraged innovation, implementation of cutting-edge technologies, outside-of-the-box thinking, teamwork, self-organization.

*Supervisor - LAN Services:*

* Supervised teams of high-performing contributors who managed enterprise networks for multiple Fortunue-500 companies within the Financial industry. The enterprise networks varied in complexity ranging from the traditional Core/Distribution/Access hierarchy to the emerging Spine/Leaf POD hierarchy.
* Teams were responsible for all Move/Add/Change/Delete (MACD) services as well as assuring 24x7x365 availability.
* Collaborated with strategic partners and customers to review operational metrics ensuring service level targets were achieved.
* Participated in the pre-sales process to ensure new opportunities were properly sized and proper financial recoveries were in place. Collaborated with executive management on budget, expenses, and overall cost control(s).

*Engineering Services:*

* Technical lead for multiple initiatives involving the design, installation, and operational management of network infrastructure buildouts.

**IBM Global Account – IBM, Corporation (2001 - 2006)**

*LAN Services:*

* Technical lead for multiple initiatives involving the design, installation, and operational management of network infrastructure buildouts.

*Team Lead:*

* Promoted to team lead position in 2003. Managed daily network operations and workforce assignments.

*Firewall Services:*

* Redesigned web hosting environment using a multi-tiered firewall hierarchy hosted on Cisco and Nokia hardware platforms.

**Integrated Technology Services** **– IBM, Corporation (1997 - 2001)**

* Technical lead for multiple, customer-facing, initiatives involving the deployment of network infrastructure.

**Engineer – Integrated Systems Analysts (1992 - 1997)**

* Technical lead for multiple, customer-facing, initiatives involving the deployment of network infrastructure.