



# Bryan Steele

**Team Leader | Network & Systems Engineer | U.S. Army Veteran**

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## ◆ PROFESSIONAL SUMMARY

Mission-first Network & Systems Engineer with 10+ years of experience, including 4 years in service provider operations and several as a trusted Team Lead. Skilled in leading through action—mentoring peers, resolving critical incidents, and maintaining high-performance network environments.

A U.S. Army veteran with a tactical mindset, known for driving team accountability, clarity under pressure, and operational excellence. Now actively transitioning into formal leadership roles to multiply impact, develop talent, and align technical execution with strategic goals.

## ◆ CORE COMPETENCIES

### **Leadership & Operations**

- Team Leadership & Development
- Network Operations & Escalation Management
- Incident Response (P1/P2), RCA & Change Control
- Cross-functional Collaboration

### **Networking & Protocols**

- BGP, OSPF, MPLS, RSVP-TE
- TCP/IP, DNS, DHCP, NAT
- Structured Cabling, MDF/IDF Builds, Fiber/Copper

### **Systems & Tools**

- Linux Systems (RHEL, Ubuntu)
- Cisco UCS, IOS/XE/XR | Juniper | ALU/Nokia | Tellabs
- Monitoring: Splunk, Kibana, SolarWinds, SNMPc, Route Explorer

### **Scripting & Automation**

- Python (Basic), Bash Scripting, Shell Script Execution
- Ansible, Puppet, Chef (Lab Exposure)
- HTML/CSS/JavaScript (Personal Projects)

### **Diagnostics & CLI Proficiency**

- arp, tcpdump, nslookup, traceroute, grep

## PROFESSIONAL EXPERIENCE

### **Verizon** – *Network Operations Engineer / Team Lead*

**Cary, NC** | June 2021 – Present

- Lead shift operations in a Team Lead capacity, coordinating real-time outage response and mentoring peers to maintain high team performance.
- Act as primary escalation point for P1/P2 incidents, including NNI/trunk failures, MPLS core faults, and critical service-impacting events.
- Troubleshoot and restore IP/MPLS backbone infrastructure across Cisco IOS/XR, Juniper, Nokia/ALU, and Tellabs platforms.
- Train and coach new hires and junior engineers on troubleshooting methods, SOPs, and network topology awareness.
- Provide hands-on leadership during high-pressure incidents, delegating tasks and maintaining situational clarity under pressure.
- Utilize CLI/GUI tools (Splunk, Kibana, SSH, tcpdump, traceroute, grep, etc.) for monitoring, diagnostics, and post-incident documentation.

### **Acuative** – *Network Field Engineer*

**Fayetteville, NC** | Nov 2014 – May 2021

- Installed and maintained Cisco UCS servers, routers, switches, and wireless APs for large-scale enterprise deployments.
- Led on-site contractors to complete structured cabling and hardware installs per design specifications.
- Supported and troubleshoot telephony systems (VoIP, PBX, key systems) and WAN circuits to ensure service continuity.
- Performed site surveys and audits to assess infrastructure health, compliance, and operational readiness.

### **Ampcus, Inc** – *IT Infrastructure Engineer*

**Fort Bragg, NC** | Mar 2014 – Nov 2014

- Supported DS3/IT infrastructure modernization across U.S. Army Reserve sites nationwide, including U.S. Territories.
- Conducted site surveys, circuit upgrades, and network planning in alignment with Army Reserve and DoD standards.
- Ensured full compliance with military and industry regulations, including UFC, I3A, NEC, ANSI, TIA/EIA, and BICSI.

### **Netorian, LLC** – *Network/Systems Field Engineer*

**Afghanistan** | Mar 2011 – Jul 2013

- Led deployment of Microwave Line-of-Sight (MLoS) systems across Afghanistan for secure tactical communications and surveillance.
- Configured and maintained remote network infrastructure, including video encoders, under austere, mission-critical conditions.
- Oversaw logistics, team readiness, and field operations, managing scheduling, transport, and system uptime in high-pressure environments.
- Trained personnel on safety and operational procedures; monitored network health using SolarWinds, Orion, Route Explorer, and SNMPc.

## **U.S. Army – Network Support & Structured Cabling**

**Various Locations** | 2003 – 2011

- Led teams of 20+ in the installation and maintenance of telecom systems, including copper/fiber cabling and MDF/IDF buildouts.
- Delivered mission-critical communications infrastructure and equipment deployment in tactical field environments.
- Served as Team Leader and Unit Armorer, overseeing training, performance, and accountability of personnel and sensitive equipment.
- Provided mentorship, firearms safety instruction, and operational guidance to ensure team readiness and compliance with military standards.

## **Air General Inc. - Senior Customer Service Agent for British Airways Cargo**

**Orlando, FL** | Jan 1996 – Aug 1998

- Managed air cargo operations for British Airways Cargo, coordinating flight schedules, freight bookings, and documentation for international & domestic shipments.
- Oversaw warehouse readiness and ramp logistics, ensuring pallets, containers, and ground crews were aligned with aircraft timelines and safety standards.
- Liaised daily with airlines, freight forwarders, and customs officials to ensure secure, compliant, and on-time delivery of global cargo.



## **CERTIFICATIONS**

- **Cisco Certified Network Associate (CCNA)** – Valid through 2027
- **Cisco Certified Technician: Data Center (CCTDC)** – Valid through 2027
- **Cisco Certified Technician: Routing & Switching (CCTR&S)** – Valid through 2027