

Eric M. Hansen

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Summary

Experienced and detail-oriented Network Automation Engineer with over a decade of experience designing, implementing, and optimizing infrastructure at scale. Proven expertise in configuration compliance, DevOps tooling, and network health monitoring. Passionate about cross-functional collaboration and process automation.

Work Experience

Cox Communications, Inc. (February 2013 – Present)

Senior Communications/Network Engineer

- Developed a Git-based device configuration backup strategy, saving over \$300K annually and enabling full audit trails.
- Consolidated 3 DevOps platforms (Jenkins, Azure DevOps, and Bitbucket) into GitHub Enterprise, improving toolchain efficiency across teams.
- Standardized use of Nautobot, Jinja2 templates, and YAML to enforce configuration compliance on over 100,000 devices.
- Led several 1-hour long training and mentoring sessions for network automation with an average attendance of 60 participants.
- Produced 10+ automation learning videos and managed a newsletter with 230+ subscribers.

Communications/Network Engineer II

- Built a configuration platform for 700+ engineers, reducing new turn-up time by 2 hours per installation.
- Designed a fiber health monitoring solution that dynamically discovered 50,000+ Nokia devices every 15 minutes.

Communications/Network Engineer I

- Migrated 10 core legacy Cisco routers, and 200+ access switches, to a Nokia MPLS core ring topology.

- Consistently resolved 90% of Tier III issues within 2 hours.
- Executed over 500 zero-downtime upgrades and configuration changes on the enterprise-wide voice and data network.

IP Centrex Customer Coordinator

- Designed business voice topologies for over 150 small and medium sized businesses using Cox's IP Centrex product suite.
- Created and delivered user training and support for complex voice deployments.
- Assisted sales engineers and field teams with custom hardware/software integrations involving sites with more than 1 location, or more than 30 employees.

Commercial HFC Technician

- Installed Hybrid Fiber Coax(HFC) backhauls for commercial business customers to support over 20 different products.
- Diagnosed and escalated HFC issues, reducing repeat calls by 15%.
- Supported team leads with difficult installs and customer satisfaction efforts.

Notable Achievements

- Co-Inventor: U.S. Patent #11,303,529, "Efficient Network Topology Diagnostic"
- MVP Award (2015), Cox Technology Innovation Program participant

McCall Technology Group (Nov 2009 – Feb 2013)

Business Telephone Systems Technician

- Installed and maintained IP, digital, and analog phone systems for customers across 3 counties.
- Built and configured wired and wireless LANs for approximately 80 SMBs.
- Managed VPNs and small network infrastructures for client offices with 50 employees or less.

Phone Repair Technician – Sprint/Nextel**

- Repaired component-level issues on mobile devices at a typical rate of 40 repairs per day.
- Maintained multi-store inventory for 5 locations and completed end-user data migrations with new device purchases.

Achievements

- Certified in Toshiba Strata and IPEdge system installation
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Education

Full Sail University

Bachelor of Science in Game Development
Winter Park, FL – *Jul 2007 – Apr 2009*

Skills

Languages: Python, Bash, C++, PHP

Markup/Data: YAML, JSON, HTML, CSS

Networking: MPLS, BGP, OSPF, RIP, VoIP (SIP), VLAN, STP, DHCP, DNS, WAN, TCP/IP **Network Equipment Vendors:** Nokia, Cisco, Calix, Juniper

Tools: GitHub, Bitbucket, Jinja2, Kong, Artifactory **CI/CD:** GitHub Actions, Jenkins **Containers/Cloud:** Kubernetes (k8s, k3s, Rancher, GKE), Docker, LXC

Monitoring: Custom Nokia health monitoring platforms

Automation: Infrastructure as Code, Nautobot, GitOps

Authentication: LDAP, TACACS+, RADIUS, SAML, OIDC **SSO/IDM:** Active Directory, Azure AD, EntraID, JWT

Virtualization: VMware ESXi, Proxmox, RHEL, Red Hat Enterprise Linux, Windows Server **API Integration:** REST, GraphQL

Certifications: Nokia NRS I, SIP SSCA, MEF CECP

Media & Publications

Guest – Network Automation Nerds Podcast

Spoke on DevOps transformation, GitOps principles, and mentoring practices in telecom automation.

Hobbies and Interests

- software development
- network engineering
- home automation
- electrical & electronics engineering
- 3D modeling and printing

- computer science & vintage computing
- amateur radio (currently hold a General class license)
- photography
- automotive repair & performance tuning