# 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

## 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