

CODY ALLEN

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SUMMARY

Infrastructure & Network Engineer focused on keeping critical systems running through methodical troubleshooting, cross-functional coordination, and practical tool-building.

EXPERIENCE

Level 3 NOC Engineer (Team Lead) L1 → L2 → L3

Fiber Sense Pty Ltd • Remote • July 2021 – Present

- **L1:** Owned observability for 28 fiber infrastructure nodes across 5 countries, maintaining 99.97% uptime SLA through proactive monitoring and rapid incident response
- **L2 / Team Lead:** Led 4-person NOC team across training, performance management, and on-call scheduling; authored SOPs adopted org-wide for standardized incident handling
- **L3:** Drove Zabbix infrastructure monitoring; served as incident commander for critical events including power failures, security incidents, and emergency field coordination across time zones
- Executed rapid troubleshooting and recovery: firewall remediation, remote PDU cycling, SIM diagnostics, and remote hands coordination to minimize MTTR
- Architected GridWatch, an internal Electron toolset for real-time node monitoring, GPS-based asset tracking, and multi-vendor dashboard aggregation

Network Engineer

ANI Network • Remote • March 2019 – July 2021

- Owned monitoring and infrastructure reliability across 3 data center sites in Dallas and NYC
- Established alerting framework in LibreNMS with custom thresholds and escalation paths
- Deployed and managed Ovirt virtualization platform; implemented Graylog for centralized log aggregation and analysis
- Configured network infrastructure: switch ports, VLANs; administered Asterisk PBX for company communications

Data Center Engineer Tier 1 → 2 → 3

IBM Cloud • Dallas, TX • March 2016 – March 2019

- **Tier 1:** Provisioned and deployed 500+ bare metal servers; maintained hardware inventory and lifecycle management
- **Tier 2:** Executed 100-rack data center POD buildout end-to-end: rack installation, fiber runs, switch cabling, and validation testing
- **Tier 3:** Owned customer-facing escalations, maintained SLA compliance, and onboarded new technicians

TOOLS BUILT

GridWatch (Electron) – Operations toolkit: real-time node monitoring with visual status grid, GPS-based asset tracking, multi-vendor dashboard aggregation

MindKeep (Electron) – Infrastructure command center for 4-node Raspberry Pi cluster: Zabbix monitoring, Pi-hole DNS, Asterisk PBX, N8N automation, Whisper transcription

SKILLS

Infrastructure: Observability, Incident Management, Linux/CentOS, Cisco Networking, Firewalls, VPNs, BGP, OSPF, TCP/IP

Tools: Zabbix, LibreNMS, Graylog, Solarwinds, Docker, Portainer, ServiceNow, Wireshark, Ovirt, Asterisk

Home Lab: 4-node Raspberry Pi cluster: Zabbix Server, Pi-hole/Unbound DNS, Asterisk PBX, N8N automation, Whisper API

Development: Electron, JavaScript, .NET, Web Development, Database Management

Other: SLA/SLO Management, Process Documentation, Cross-functional Coordination, Remote Operations, Japanese (N3)

EDUCATION

Japanese Language Program

NILS Language School • Ogori, Japan • 2012 – 2014 • 18-month vocational language program, N3 proficiency