CODY ALLEN

Senior Network Operations / Reliability Engineer

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Professional Summary

Network and infrastructure engineer with 10+ years of experience supporting production systems across data centers and global NOC environments. Proven track record owning incident response, improving observability, and building internal tools that reduce operational toil. Trusted to operate independently in high-impact, low-visibility environments and to lead escalation during critical events.

Experience

Senior Network Operations Engineer (Progressed L1 → L3) — Fiber Sense Pty Ltd (Remote)
July 2021 – Present
• Owned 24/7 monitoring and incident response for 28 production fiber infrastructure nodes across 5 countries, supporting mission-critical connectivity with 99.97% uptime
• Acted as technical lead for a 4-person US operations team, owning escalation paths, on-call coordination, training, and SOPs adopted across multiple regions
• Led response to critical incidents including power outages, hardware failures, and security events, coordinating with international field teams and vendors
• Performed root cause analysis and post-incident reviews to reduce repeat incidents and alert fatigue
• Designed and built GridWatch, an internal Electron-based monitoring platform consolidating multi-vendor dashboards, geolocation awareness, and operational telemetry

Network Engineer — ANI Network (Remote)
March 2019 – July 2021
• Managed production monitoring and infrastructure across three data center sites in Dallas and New York City
• Designed proactive alerting and notification workflows in LibreNMS to reduce incident response time
• Deployed and administered virtual servers using the oVirt hypervisor platform
• Implemented centralized log aggregation with Graylog to improve system visibility and troubleshooting
• Configured network switches, VLANs, and physical connectivity; provided on-site hardware support as needed
• Administered Asterisk PBX systems including user provisioning and phone deployments

Data Center Technician (Tier 1 → Tier 3) — IBM Cloud (Dallas, TX)
March 2016 – March 2019
• Provisioned and deployed 500+ bare-metal servers supporting customer-facing production workloads
• Contributed to 100-rack data center POD buildouts including rack preparation, fiber runs, switch cabling, and validation testing
• Handled customer-facing tickets, maintained strict SLA deadlines, and trained incoming technicians

Technical Skills

Infrastructure & Networking: Linux (CentOS), Network Monitoring, TCP/IP, BGP, OSPF, VPNs, Firewalls, Cisco Routers & Switches
Monitoring & Observability: Zabbix, LibreNMS, Graylog, SolarWinds, Alerting & Incident Response
Platforms & Tools: Docker, Portainer, ServiceNow, Wireshark, oVirt, Asterisk
Development & Automation: Electron, .NET, JavaScript, Babylon.js, Internal Tooling, Web Development
Knowledge & Workflow: Obsidian, Technical Documentation, Root Cause Analysis, On-Call Operations
Other: AI-Augmented Development, Japanese (Intermediate)

Education

Japanese Language Program — NILS Language School, Ogori, Japan (2012–2014)
18-month vocational language program; JLPT N3 proficiency