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PROFESSIONAL SUMMARY

Highly talented technical project leader with over 10 years experience working on business class real-time voice and data networks. Responsibilities include working with the software development teams to scale or troubleshoot underlying infrastructure, coordinating replacement/repairs with contractors, automating maintenance reports for internal operations teams, as well as generating usage statistics for upper management.

CORE QUALIFICATIONS

- Producing technical documentation for both end users as well as Engineering teams (samples available upon request).
- Experience working within both Organic and Mechanistic organisations.
- US Army NCO, with experience training and leading soldiers in maintenance operations for Army Air Traffic Control Systems.
- Bachelor's degree (cum laude) in Technical Management.

WORK EXPERIENCE

Infrastructure and Ops Engineer	Independent Contractor (Brandoor Group, Merchants NYC)	April 2017- Present
<ul style="list-style-type: none">• Provided technical support for both AWS and physical servers running CentOS, Ubuntu and AMI.• Managed cloud infrastructure with Ansible and Puppet.		
Network Engineer	Intersection	Feb 2016 – April 2017
<ul style="list-style-type: none">• Leveraged RESTful APIs available on various platforms to deploy over 300+ routers and WAPs for the LinkNYC project, one of the largest urban Wi-Fi Network.• Automated WiFi Usage reports for consumption by the sales and marketing team as well as capacity and health reports for engineering and support team.• Work with the Fiber deployment team to resolve Layer 1 issues on a DWDM network.• Evaluate candidates hardware for new deployments, such as Extreme, Huawei, MiroTek, etc.• Managed local DNS services for over 600 nodes using BIND, as well supported the DHCP infrastructure.• Managed a heterogeneous network environment consisting of Cisco, Juniper and Ruckus hardware.• Turned up VPNs as needed to connect local Development environment to AWS VPCs.• Planned and executed OS upgrades within NYC DoITT approved maintenance windows.• Worked with hardware vendor engineering teams to capture relevant diagnostic data to aid in the production of bug fixes.		
NOC Engineer	OnSIP	Jul 2011 – Nov 2015
<ul style="list-style-type: none">• Implemented the network infrastructure for both dev and production environments to migrate OnSIP's platform from a monolithic design to a geographically distributed SOA.• Captured metrics for capacity planning for both bandwidth and phone number inventory.• Provided technical documentation for LAN & WAN infrastructure as well as instructions for configuring PBXs for use with OnSIP's hosted trunking product.• Created Python and Bash scripts to automate testing and generate usage reports.• Provisioned IPv6 connectivity to the development stack to mimic production environment		

- Deployed and managed Juniper's Dynamic VPN services to the New Jersey office , in support of Accounting and Finance activities
- Provided technical assistance in testing and turnup of IPSec tunnels to Verizon's voice network using Cisco devices, and assisted in migration of the same configuration to Linux Gateways (using OpenSwan)
- Produced and tested configuration instructions for 5 PBX's in support of the OnSIP Hosted Trunking product
- Generate carrier utilization reports and use tools such as Python for parsing carrier reports and collecting useful data
- Performing interop testing as part of the new service provider turn up process and submit test results in the requested format.

IT Support Specialist

Bronx VA Medical Center

Jan 2009 - Jan2011

- Developed VBA macros to automate logging of common tickets.
- Created user accounts for new hires and updated permissions for access to required subsystems.

EDUCATION

• AWS Solutions Architect Associate certification	2017
• Juniper JNCIA	2013
• Cisco CCNA	2010
• Bachelor's degree in Technical Management	2008

TECHNICAL EXPERIENCE

Projects

- **WAP Activation and Update tool.** Using Python, created CLI based tool which takes two arguments, the MAC address of a WAP and the ten character site-id of a Link kiosk and updates the WLAN controller for the WAP using data from an external resource.
- **Network Hardware Report Automation.** Using SolarWind's native SWQL, automated the daily reporting of network hardware status, which included "parent-child" logic, to exclude downstream hardware if an upstream device has failed (making the downstream equipment unreachable).
- **VoIP Load tester.** Using a combination of Asterisk running on Ubuntu 16, as well as Python scripts generate test calls across the network and utilized tshark to generate call quality reports from pcaps.
- **VoIP rate comparison tool.** Using VBA, created macros which compared VoIP rates from various wholesale providers. Some of the logic designed included interstate and intrastate rates and short-call surcharges.

Languages and Technologies

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- Python, Flask, Django, ES6 (JavaScript), React HTML/CSS, VBA, SQL, Git/GitHub, SIP/HTTP, TCP/UDP, IP
 - CentOS 6/7, Ubuntu 14 & 16, AWS EC2/S3/IAM, SolarWinds, Nagios, Cacti, Ansible.
 - BGP, OSPF, IPv4, IPv6, IPSec VPNs, GREs, SNMP
 - Cisco ISR 890 and 2900 routers, ASA 5505, Catalyst 2960 switches
 - Juniper MX-80, QFX 5100, ACX-2200, ACX-1100, SRX100, SRX210, J-2320, EX-4300
 - Ruckus SCG-200, R410s