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Imaginative, seasoned, and passionate technologist with 24 years of senior technical leadership experience designing, building, and operating backbone, campus, cloud, and datacenter networks that are automated, scalable, reliable, and secure. Network engineer and architect, systems builder, and autodidactic polymath with extensive experience building collaborative solutions to large-scale and service provider infrastructure performance, provisioning, monitoring, reliability, and deployment problems.

KEY RESULTS

- improved performance and reliability
- reduced technical debt
- improved operational efficiencies
- legacy technology integration
- strategic corporate impact
- standardization and compliance
- process, training, and documentation improvements
- decreased costs

PROFESSIONAL EXPERIENCE

Adobe

Senior Cloud Network Reliability Engineer - 2021.09-2022.12

Provided technical leadership to the global team to engineer solutions for network automation, implementation, monitoring, and operations.

- Championed initiatives to add more rigor to network engineering practices, including design and operability reviews, blameless post-mortems, automation and standardization, and decision-making process improvements
- Researched infrastructure, negotiated contracts, and partnered with vendors to complete capacity, hardware, and software upgrades required to provide secure and reliable connectivity for high-profile executive video presentations, company events, and return-to-office mandates
- Developed tooling to integrate with legacy applications, automate manual processes, and standardize configurations

Box

Senior Network Engineer - 2019.11-2021.08

Design, build, automation, and operation of a global hyperscale network; responsible for everything from the top-of-rack to the network edge.

- Completed major hardware replacement and software upgrade projects; significantly improved customer experience, network capacity, and reliability
- Created/updated/maintained dashboards in Jira and Splunk to improve executive visibility of team projects and network status
- Rebuilt and maintained automation tooling to streamline network configuration and operation; reduced technical debt, improved standardization, and reduced deployment times from hours to minutes
- Partnered with NRE and SRE to improve monitoring and observability with Sensu, PagerDuty, LibreNMS, Splunk
- Updated and maintained onboarding (new-hire/hardware/software) and standards documentation in Confluence

Here Technologies

Principal Network Engineer - 2018.08-2019.10

Definition and continuous development of the architecture and design of the HERE on-prem and cloud networks.

- Created and maintained standards and automation; introduced Ansible and developed integrations with legacy tools and data-sources, improving auditability, standardization, and reducing deployment times from hours to minutes
- Led global network QoS evaluation; identified and resolved multiple long-standing software bugs and policy inefficiencies, reducing packet loss and improving throughput 5-10x globally
- Led evaluation and rewrite of job descriptions, levels and responsibilities, and interviewing processes for the global network and infrastructure teams
- Created, updated, and maintained onboarding (new-hire/hardware/software) and standards documentation in Confluence
- Edge network redesign; hybrid multi-cloud interconnection and inter-VPC/VPN routing, virtualized edge/network services (FW, LB, DNS, HTTP, VPN), increased capacity

Gaikai/Sony**Senior Network Engineer - 2017.01-2018.05**

Defined architectural requirements, acceptance criteria, and led hardware, software, and vendor evaluations for PlayStation Now's low latency, high availability, global gaming network.

- Developed and implemented documentation, process, and training improvements; improved operational efficiency, reduced deployment times by 10%
- Routing redesign reduced inter-regional latency by 5ms

Microsoft**Senior Engineer - Network Strategy & Planning - 2014.03-2017.01**

Led, defined, and developed strategic roadmaps, built stakeholder relationships and strategic partnerships, influenced contract negotiations, and managed capacity with infrastructure operators globally.

- Led global network performance improvement program, collaborated with service owners to create documentation, define SLAs/KPIs and change processes, and direct implementation of network, software, and telemetry changes; reduced external CDN spend, reduced global service latencies, improved observability, and completed training and hand-over to Network Operations, reducing ticket triage time from 5+ days to <2 hours
- Partnered with O365 and Field Services to create and improve internal and customer-facing training, documentation, design standards, and best practices; greatly reduced service activation time, improved service stability and performance, and significantly improved customer experience, retention, and satisfaction
- Education, outreach, and peering and capacity negotiations at events and conferences (NANOG, RIPE, PTC, GPF); elected to DE-CIX Customer Advisory Board

Juniper Networks**Systems (Sales) Engineer - 2012.5-2013.8**

Developed consultative relationships with technical and executive decision makers, responded to RFI/RFPs, and created and delivered training and documentation on product and service roadmaps, competitive research, best practices, and security alerts.

- Managed RMAs, feature requests, and bug scrubs
- Installation and management of lab software and hardware; designed and conducted verification, integration, feature, and proof-of-concept testing
- Key team contributor in transforming resistance into success to exceed quota, and deliver over \$40-million in sales revenue

Infocrossing/Wipro**Network Architect/Staff Engineer - 2010.7-2012.5****Intelepeer****Principal IP (Network) Engineer - 2009.3-2010.6****Yahoo!****Tech Lead - Senior Network Engineer - 2007.5-2009.2****Alcatel-Lucent NZ****Principal Engineer - 2006.8-2007.5****twtelecom****Lead IP Network Engineer - 2005.6-2006.7****Terremark****Lead Network Engineer - 2004.1-2005.1****Fusiontel****Senior IP Engineer - 2002.9-2004.1****USA.net****Network Engineer - 2001.3-2002.5****Various****NOC Technician - 1999.9-2001.1**

United States Marine Corps Reserve**Lance Corporal - 1998-2002**

Radio Operator

- Secret Clearance
- Meritorious promotions

CERTIFICATIONS & AFFILIATIONS

Member, NANOG	2012-Present
Member, Customer Advisory Board, DE-CIX	2014-2016
Vice President, Colorado Chapter of the Internet Society (COISOC)	2011-2016
Steering Committee Member, Rocky Mountain IPv6 Task Force (RMv6TF)	2011-2016
Juniper Networks Certified Internet Specialist (JNCIS-ENT)	2012-2015
Juniper Networks Certified Internet Specialist (JNCIS-M)	2006-2009
Cisco Certified Network Professional (CCNP)	2002-2008

CORE SKILLS

coaching & mentoring – interviewing – contract negotiation & vendor management – needs analysis
consensus building – problem solving – standards development – technology strategy

TECHNICAL SKILLS

Networking	routing, switching, firewalling, and load-balancing with Juniper, Cisco, Arista, Cumulus, Quanta, PaloAlto, A10, F5; BGP/MP-BGP, OSPF, IS-IS, LDP, RSVP-TE, MPLS, MPLS-VPN; IPv4/IPv6 planning & management; QoS; peering and interconnection
Systems	installation and operation of Debian/Ubuntu, RHEL/CentOS/Fedora, and FreeBSD servers, both on-prem (Intel/AMD, RaspberryPi) and cloud (AWS, GCP, Linode); HTTP/web services with Nginx and Apache; monitoring and observability using SNMP, netflow/sflow, LibreNMS, Sensu, Zabbix, Nagios, PagerDuty, SevOne; DNS/DDI/DCIM using Bind, ISC-DHCP, Infoblox, Device42, BBNA/TSNA; containers and virtualization with Podman, Docker, and VMWare ESX/ESXi
Development	tooling, automation, and full-stack development with Go, Python, Bash, Jinja2, HTML, CSS, PostgreSQL, MySQL, Hugo, FastAPI; orchestration and configuration management with Ansible, Nornir, JSON, XML, YAML, Git, Github, Make, RANCID

SELECT PROJECTS

Reeducating	Documenting my self-education journey from an AA in Physics to the equivalent of an MS in Computer Science <i>website coming</i>
YACHT	YACHT Another Custom Hugo Theme - my recursively named theme for the Hugo static site generator https://github.com/ejsdotsh/yacht

EDUCATION

Associate of Arts, Physics
Miami-Dade College