

Enrico M. Palermo

Toronto Ontario

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Results-oriented individual with strong interpersonal, communication, and organizational skills.

Proven ability in attaining proficiency in a wide variety of networking systems and applications.

Summary

- 10+ years of digital operations experience
- Critical decision making in production environment
- On-call technical support with customer service skills
- Manage internal and customer communications
- Documentation and hand off to support team
- Practiced PRINCE2 project management

Skills

- Programming : Java Script, HTML, CSS, Python, NodeJS, MySQL, MongoDB
- Content delivery : Akamai CDN, Amazon CloudFront/S3
- Cloud Computing : Amazon Web Service (AWS)
- Ticketing System : Sales Force, JIRA, Confluence, Kace, Freshdesk
- Asset Management : Asset Flow, The Platform MPX, Cisco 1MainStream, Axis
- Monitoring & Reporting : Sumo Logic, New Relic, Conviva, Akamai, Data Dog, Nagios
- Metadata formats : XML, JSON, SQL, ElasticSearch
- Media streaming : HTTP Live Streaming (HLS), Smooth Streaming
- DRM : Fairplay, Adobe Primetime, Microsoft PlayReady

Professional Experience

[Bell Media , Toronto CA](#)

October 2017 to June 2023

Operations Manager

- End-to-end support of all digital media platform systems: iOS, Android, PC, OSX, PS3/4, XBOX, Chromecast
- Supported the necessary levels of monitoring and alerting across a highly available and distributed technology platform including network, systems, back-office services and clients that will deliver a premium multi-screen video enabled experience for our customers.
- Provided extended 24x7 hours support for technical systems and applications.
- Handled trouble calls and worked closely with internal departments and vendors to resolve service issues
- Escalated, reported or detected issues to the appropriate team (e.g. Development, Infrastructure, etc.) while continuing to own the overall resolution of the issue

[GuestTek Interactive Entertainment Ltd.](#)

January 2017 to October 2017

Deployment Network Specialist

GuestTek is the world's largest provider of IP based technology solutions for the hospitality industry. It is a preferred vendor to major hotel brands, providing services including Video-On-Demand (VOD) and High Speed Internet Access (HSIA) solutions, network design, customized UIs, implementation, network management and in-house post sales customer support. As a Deployment Network Specialist, I take lead in the installation of the company's proprietary system in different countries in North America. I am responsible for configuring servers, switches, wireless AP controllers, firewalls and setting up the headend. I train hotel staffs on how to operate and troubleshoot the system and at the end of each installation, I am responsible for getting the proper sign off from the hotel stake holder before handing off to the support team.

[Shomi Partnership, Toronto CA](#)

June 2014 to November 2016

Digital Operations NOC Analyst

- End-to-end support of all digital media platform systems: iOS, Android, PC, OSX, PS3/4, XBOX, Chromecast
- Supported the necessary levels of monitoring and alerting across a highly available and distributed technology platform including network, systems, back-office services and clients that will deliver a premium multi-screen video enabled experience for our customers.
- Provided extended 24x7 hours support for technical systems and applications.
- Identified and replicated issues on set-top-box for Shaw and Rogers customers
- Handled trouble calls and worked closely with internal departments and vendors to resolve service issues
- Escalated, reported or detected issues to the appropriate team (e.g. Development, Infrastructure, etc.) while continuing to own the overall resolution of the issue
- Quality Control of video assets prior to production release
- Provided a daily report of the status of any outstanding matters as well as all resolved incidents

[Rogers Cable, Toronto CA](#)

January 2013 to June 2014

Digital Operations Analyst

- Performed digital asset ingestion to Digital Content Management System (Asset Flow)
- Team member in both 60K and Gladiator projects
- Initiated digital video streaming to station cluster
- Troubleshoot issues on video streaming to clients
- QA digital media assets and coordinated with media providers
- Assisted with hardware upgrades
- Generated weekly report

[Air Juice, Mississauga, Ontario CA](#)

October 2012 to January 2013

Cabling Contractor/Wireless Technician

- Configuration of POC (Point of Care) patient database system in Peel Region Long Term Care Facilities
- Installation and termination of CAT6, 5a, 5, BX cables, Wireless AP

[DOCOMO interTouch Company Ltd., Hong Kong SAR](#)

February 2008 to April 2012

Project Manager

- Provided Project Management to HSIA and VOD installations in both Hong Kong and Macau.
- Handled Video Streaming / HSIA system setup and configuration
- Handled all networking and software system installations and configurations
- Communicated with hotel property management and staff
- Provided technical expertise and manpower to carry out the required activities successfully
- Configured the existing suitable network hardware and infrastructure
- Configured and installed replacement devices where indicated or necessary
- Provided functional and operational testing of hardware and software features
- Provided diagnosis and troubleshooting of related errors and or defects
- Installed, modified or configured software and customizations where directed
- Produced appropriate testing, commissioning and quality documentation
- Provided early life on site support for commissioned sites
- Provided frequent and relevant progress reports including as built documentation

- Provided Tier I to Tier III Internet Technical Support to hotel clients in Hong Kong and Macau via phone and email to ensure proper connectivity to the internet
- Designed, created and maintained internal support website using HTML and ASP for the exclusive use of company support staffs
- Provided IPVOD (IP based Video on Demand) Technical Support to hotel clients
- Proactively monitors all internet equipment deployed in various properties around Hong Kong and Macau
- Provided training to both colleagues and clients
- Assisted in new system installations in various hotels both in Hong Kong and in Macau

Professional Development

- 1.) Cisco Certified Network Associate (CCNA)
Certificate No. CSC011302416
- 2.) Amazon Web Service (AWS) Solutions Architect Associate Training at A Cloud Guru
Complete Training, June 2016
- 3.) Prince II Project Management
Project Management Seminar, January 2007

Other Technical Skills

- Networking : LAN/WAN optimization, VLAN, VPN, Wireless 802.11a/b/g/n
- Voice and Telephony : VOIP using Linksys PAP2 model, Percipia
- System Administration : Putty, Remote Desktop, VNC, NetOp, Radmin, Microsoft Exchange
- Firewall/Router : Sonicwall, Netscreen, Netopia, Linksys, US Robotics