

Andrew Pandolfino

WiFi Network Engineer & Subject Matter Expert | Big Data Analytics for Troubleshooting | [...]

Reston, VA - Email me on Indeed: [indeed.com/r/Andrew-Pandolfino/b2cb7c58353c5b9b](https://www.indeed.com/r/Andrew-Pandolfino/b2cb7c58353c5b9b)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Senior Wireless Engineer

Comcast - Philadelphia, PA - January 2014 to Present

Provide operational support for one of the newest and fastest growing technologies at Comcast Cable. The public WiFi product had grown from a skunkworks project to a network of more than 10 million access points and the operational support team was established to transition the offering into a Business as Usual product. This position was leading a multifaceted group of engineers in a combination of outreach, reporting, advanced troubleshooting, debugging and OSS tools development.

- **OUTREACH:** Worked to document, improve and communicate the architecture, support structure, and troubleshooting methods for the public Xfinity WiFi product. Helped to develop relationships and provide training for a group of WiFi SME's within other Tier 1 and 2 support groups (NASR, CARE, Commercial, DMO) and acted as Tier 3 support for escalations. Build strong working relationships across organizational boundaries to insure proper communication of changes and product enhancements to other operations teams and customer care teams.
- **REPORTING:** Developed automated analysis and reporting of access point up-time to ensure network availability and through coordination with regional tech-ops drove online percentage over 99.9%. Perform analysis on ticket information to identify trends and common issues, then working with Engineering teams, drove improvements to overall product.
- **ADVANCED TROUBLESHOOTING:** Through coordinated efforts with Ops Team, got Portal, AAA and other system logs into Logstash and created visualizations in Kibana to detect widespread production issues. Tying into various data sources, created Executive Performance Dashboards in Tableau. Perform root cause analysis for outages, suggesting ways to avoid future outages, develop best practices for future issues, and make network more resilient and fault tolerant.
- **DEBUGGING:** Code level debugging of ETL scripts in Python/Perl as needed. Worked to move critical ETL processes to Talend platform. Contribute to architectural discussions around the WiFi platform to insure changes would not impact overall Customer Experience.
- **OSS TOOLS:** Familiar with the different tools sets that are available within Comcast, both the front-end functionality and underlying data structures and inter-dependencies. Liaison to a small development team that prototyped Ops and Support tools and worked with OSS teams to incorporate this functionality.

Entrepreneur / Partner

Wireless Beach Access - Rehoboth Beach, DE - September 2006 to December 2013

Built a Managed WiFi company providing DSL and WiFi services to customers in Resort Areas of Delaware and Maryland. Grew this part time endeavor to include 14 MDUs, 6 hotels, and 8 large town home communities with Co-Located equipment in 2 Verizon Central Offices.

- Demonstrated leadership in building new markets and solutions for properties where previous WiFi providers had failed by utilizing radio resource management and outside of the box solutions to common WiFi problems.

- Designed and engineered solutions based on customer requirements while maintaining a consistent user experience.
- Improve processes and products including implemented cloud-based interface for customer account management and bill payment.
- Performed site surveys and generated RF propagation maps for building and community WiFi deployments to aid in the design of Wireless Internet Networks (WIFI) and Wireless Backhaul Networks.
- Become a Competitive Local Exchange Carrier (CLEC) in Delaware, Virginia and Maryland to provide DLS services to properties with managed wifi solutions and also individual homes.
- Worked to build a custom Authentication, Authorization and Accounting (AAA) system based on RADIUS to allow central management and customer roaming capabilities
- Documented network design and configurations and monitor system performance to minimize network downtime. Implemented alarming systems to pro-actively identify outages. Work with hardware and software vendors to resolve identified problems and implement new solutions.
- Worked on call responding to customer reported service issues through online ticketing system and documented work performed. Using past service logs, recommended areas of improvement.
- Liaison to building and property managers, coordinating upgrades and intrusive repair work with maintenance teams to insure work was as least disruptive as possible.

Entrepreneur

Various Businesses - May 1995 to September 2006

- 9/03: Operated a Wings to Go franchise in Rehoboth Beach, DE. Consistent sales growth of 10-15% each year even through a major 3 year town-wide revitalization project. Sold the business in the fall of 2003.
- 9/03 - 11/05: Operated a home-based eBay business in Lewes, DE
- 11/05 - 9/07: General Contractor for Asha Construction in Georgetown, DE. Managed construction of new homes and remodeling of homes for rentals.

Lead Service Technician

GGE of Delaware - Rehoboth Beach, DE - September 1998 to May 2001

- Managed a small crew of on-call techs that responded to customer reported equipment failures of company owned assets placed in profit sharing locations.
- Troubleshoot and repair failed components including power supplies, monitors, computers, thermal and dot-matrix printers, capacitive touch screens and electro-mechanical components
- Used service logs to performed failure analysis to determine equipment rotation schedule for preventative maintenance and equipment upgrades leading to reduced service calls and equipment down time
- Implemented cost savings by purchasing in bulk through better planning, recycling to reduce disposal costs and restructured the work schedule to reduce drive time and increase productivity.
- Performed light in-house IT services for small office network including workstation maintenance, printer and file sharing, internet connectivity, email, and VPN connection to remote office.

EDUCATION

Bachelor of Science in Chemical Engineering

University of Delaware - Newark, DE

August 1990 to May 1994

SKILLS

Talend Data Integration (2 years), Tableau (2 years), Oracle SQL (4 years), Microsoft Office (10+ years), ETL (2 years), WiFi 802.11 (8 years)

LINKS

<http://www.linkedin.com/pub/andrew-pandolfino/62/279/65/en>

AWARDS

Life Member National Association of Eagle Scouts

November 1999

ADDITIONAL INFORMATION

SKILLS

Technologies: [...] 802.1q, 802.1x, GRE, VPN, AAA, RADIUS, SNMP, Oracle and MySQL, DNS, DHCP, DD-WRT

Tools: WiSpy, inSSIDer, Wireshark, Nagios, Scripting, Talend, Tableau, SQL Developer

Security: Snort, RADIUS, SSL, IPTables, Firewalls, IDS/IPS

Vendors: Ruckus, Colubris, HP, Ubiquity, Sputnik, TP-Link, Bel Air, Zyxel, Arris, Technicolor, Cisco