James Conner

Memphis, TN   jac494@gmail.com   (901) 734-2089

Experienced network engineer and Python developer focused on simple, stable, scalable networks and code.

AutoZone, Inc.

Systems Specialist

05/2016 - current

Auto parts retailer with over 6,000 locations in the US, Mexico, Puerto Rico, and Brazil also having a self-supported hardware and software stack.

Core Responsibilites and Achievements

- Designed and deployed high-availability remote site to support new business initiatives.
- Aggregated multiple sources of site location and network information into single source-of-truth utilizing Python, Ansible, Docker, and MongoDB.
- Implemented new circuit troubleshooting that increased vendor response by 100% and decreased mean time to repair by over 50%.
- Built and maintained network device configuration templates for deployment through vendors.
- Provided remote support and troubleshooting for routers, switches, and VoIP phones at stores and remote offices.
- Worked with vendors to deploy, test, and troubleshoot remote site hardware and configuration.

Environment and Technologies

802.1q 802.3 Ansible BFD BGP Cisco CME Cisco Catalyst switches Cisco EEM Cisco IOS Cisco IOS-XE DMVPN Docker EIGRP Flask HSRP Jinja2 LTE Linux MPLS MongoDB Netmiko PowerShell Python QoS Shell scripting T1 TCP/IP VBscript VoIP

Computers & Networks, Inc.

Systems Administrator

11/2015 - 05/2016

Systems integrator providing hardware and software installation, maintenance, and support as well as systems and network design and implementation for businesses in Memphis and the surrounding areas as well as remote locations nationwide.

Core Responsibilites and Achievements

- Administered Microsoft domain and on-premise Exchange as well as managing wired and wireless networks and Internet connectivity for clients' branch and corporate offices.
- Provided helpdesk support for desktop and server systems and wired and wireless networks.
- Installed, configured, and maintained desktop and laptop hardware and peripherals.
- Managed OS upgrades and patching for server and desktop systems.

Environment and Technologies

802.11 802.1q 802.3 Cisco routers Cisco switches HP ProLiant servers HP Switches Microsoft Active Directory Microsoft Exchange Microsoft Hyper-V Microsoft IIS Microsoft Office Suite PowerShell TCP/IP VoIP Windows 10 Windows 7 Windows Server 2003 Windows Server 2008 Windows Server 2012 tape backups

Premier Satellite & Internet

Network Engineer

05/2014 - 10/2015

ISP and TV provider operating in Memphis and the surrounding areas specializing in deploying and providing services to apartment communities and businesses.

Core Responsibilites and Achievements

- Redesigned core network from layer-2 topology utilizing static routes to dynamically routed network using OSPF.
- Migrated edge network to BGP, expanded edge to multiple providers for BGP multihoming.
- Designed and installed point-to-point and point-to-multipoint wireless backhaul to increase network footprint and deploy additional client sites.
- Built server infrastructure for additional network operations capabilites.
- Migrated network monitoring system to virtualized environment and deployed IPAM and DNS to support network operations.
- Designed and integrated Ethernet and DOCSIS networks for customer access.

Environment and Technologies

802.11 802.1q 802.3 Asterisk PBX BGP DNS DOCSIS Dell Poweredge Servers IPAM Linux Mimosa Wireless NMS OSPF PTMP wireless PTP wireless backhaul RouterOS SIP SNMP TCP/IP Ubiquiti Unifi VMWare ESXi VRRP VoIP

Education

- Graduated from Collierville High School.
- Attended Mississippi State University for Aerospace Engineering and Physics.

References available on request.

Additional work history is available on linkedin.com/in/james-a-conner/