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AutoZone, Inc.

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.

Network Data Aggregation and Workflow Automation

Role: Systems Specialist/Developer

11/2018 - In Progress

Objective

Aggregate site data into single source-of-truth to enable faster disaster recovery for remote sites, facilitate consistent deployment of new and replacement network devices, and also act as the back-end data layer to automate troubleshooting workflows. This project will also enable migrating existing configuration template system to inherited templates based on site type and reduce toil on maintenance of templates and data collection for template variables.

Technologies

Python Jinja2 Flask Netmiko
MongoDB Docker Ansible Linux

Achievements

Designed, built, and deployed consumer code to pull data from multiple sources including HTML, CSV, and T-SQL databases and correlate to correct sites. Designed, built and deployed additional service utilizing Netmiko and subprocesses in a multi-stage pipeline to map data onto template for site devices and concurrently pull live network data to combine with NMS historical data based on traditional SNMP polling and trap collection.

Next-Day Delivery

Role: Systems Specialist

Objective

Expand physical and logical site networks to support business objectives for next-day delivery services.

Achievements

Acted as network engineering lead to create configuration template for additional network devices being deployed to select sites which enabled immediate turn-around time for changes to requirements as devices were being deployed. Worked with systems team to allow additional systems to be incorporated into existing site networks. Based on requirements as they were available, built and deployed configuration that enabled integration of new network systems into the existing site network.

05/2018 - 06/2018

Technologies

Cisco IOS Cisco Catalyst switches
802.1q Python Jinja2

Regional Office Network Conversion

Role: Systems Specialist

Objective

Upgrade network and phone systems at regional offices to newer core infrastructure including transitioning routing protocols, migrating digital phone systems to VoIP, and upgrading routing and switching hardware and configurations.

Achievements

Acted as engineering lead to create configurations for network devices being deployed to offices. Acted as primary point of contact for network deployment from VoIP team, on-site technicians, project management, and network infrastructure teams.

05/2018 - 06/2018

Technologies

Cisco IOS Cisco IOS-XE BGP LTE
VoIP EIGRP Cisco EEM
802.3 Ethernet 802.1q VLANs

Commercial Acceleration

Role: Systems Specialist

Objective

Provide fault-tolerant network connectivity to support new commercial sales initiatives.

Achievements

Based on business requirements, acted as network engineering lead to design and deploy high-availability routing and switching topology to two sites for alpha testing. Tested and verified that topology could withstand multiple physical and logical failures while maintaining uptime.

12/2017 - 04/2018

Technologies

Cisco IOS-XE HSRP TCP/IP EIGRP
BGP MPLS VoIP

Store Network Upgrade

Role: Network Support Specialist

Objective

Upgrade network and systems hardware, cabling, software, LAN, and WAN for 6,000+ remote sites from DMVPN, modem backup, digital on-premise phones, to provider MPLS backbone, managed switches, hosted VoIP, and LTE backup. Provide support to on-site technicians upgrading sites during non-business hours.

Achievements

As a team, provided remote support including hardware and software troubleshooting for on-site technicians upgrading sites. Collaborated to develop scripts to provide repeatable, templated verification of sites post-upgrade.

05/2016 - 05/2018

Technologies

Cisco IOS Cisco IOS-XE Linux
TCP/IP EIGRP DMVPN BGP MPLS
802.1q 802.3 T1 QoS
Cisco Catalyst switches VoIP
Cisco CME VBscript PowerShell
Cisco EEM Shell scripting

Computers & Networks, Inc.

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.

On-Site Systems Administration

Role: Systems Administrator

Objective

On-site design, administration, and support of network hardware and software, server systems, virtualization environment, network services, end-user systems, and data backups.

Achievements

Successfully relocated customer systems on office move; monitored and verified tape backups; monitored and verified network services to maintain uptime; consistently provisioned and deployed desktop and laptop systems for new users within SLAs

11/2015 - 05/2016

Technologies

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

Hardware Support

Role: Systems Support

Objective

Procure, configure, deploy, and troubleshoot hardware, networks, operating systems, user applications, and printers for multiple business customers.

Achievements

Maintained response to customer support requests.

11/2015 - 05/2016

Technologies

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

Premier Satellite & Internet

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

Network Multitenancy

Role: Network Engineer

Objective

Add support for commercial business customers into physical infrastructure that supported residential customers, including both general data and VoIP traffic.

Achievements

Mapped commercial requirements into existing network design that provided specific customer needs without the need to modify physical network layout. Improved overall traffic requirements for both commercial and residential customers by moving layer-3 routed endpoints to single on-site edge endpoint and trunking 802.1q within the site. This also provided the ability to easily modify a single VLAN at the edge and provide aggregation before announcement into the network core without having to modify multiple devices. Developed configuration that could be deployed into future sites for day-one support of multiple customer types.

08/2015 - 10/2015

Technologies

802.1q VLAN 802.11 WLAN OSPF
RouterOS 802.3 LANs TCP/IP VoIP
VRRP

BGP Multihoming

Role: Network Engineer

Objective

Add additional BGP peerings to increase fault tolerance and network throughput.

Achievements

Upgraded edge router hardware and software to enable larger routing tables and routing updates from multiple peers while maintaining throughput for user traffic. Incrementally enabled BGP peerings and validated routing policies throughout the network. Provided fault-tolerance through dynamic routing around failures at the network edge.

07/2014 - 02/2015

Technologies

TCP/IP BGP OSPF RouterOS

Network Core Protocol Conversion

Role: Network Engineer

Objective

Convert network core from layer-2 switched network utilizing static routes to dynamically-routed core using OSPF enabling future expansion to add BGP peerings, increase network scalability, and simplify configuration.

Achievements

Successfully migrated production network core serving 24/7 user traffic. Edge router configuration simplified upon addition of new sites by dynamically adding OSPF adjacencies which also aided in faster scalability without the need for additional manual updates within the network core and edge.

05/2014 - 07/2014

Technologies

TCP/IP OSPF BGP RouterOS

Site Addition and Integration

Role: Network Engineer

Objective

Join new customer sites into the network. Evaluate requirements, implement configuration to integrate into existing network design, deploy necessary hardware and integrate into monitoring platform, and validate that deployment meets requirements.

Achievements

Deployed IPAM service for network operations to more efficiently maintain and view IP space on deployment. Deployed DNS for internal network operations to enable consistent scale and predictable access with existing network infrastructure and as new infrastructure was added. Built and deployed physical and logical network configurations for new network sites. Used VMWare ESXi to create hypervisor platform for network services and moved NMS, DNS, and IPAM into virtual infrastructure to consolidate footprint as well as ease backup and redeployment in outages and disaster recovery.

05/2014 - 10/2015

Technologies

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

References and education available on request.

Additional work history is available on [linkedin.com/in/james-a-conner/](https://www.linkedin.com/in/james-a-conner/)