Joe Misner

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OSS Integrations Engineer

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Energetic IT professional and enthusiast, experienced in developing solutions and building integrations for operational support systems in a carrier environment, as well as enterprise NOC operations through platform surveillance and change management

Skills

Software: Red Hat Enterprise Linux, Solaris, Windows Server, VMware ESXi VMs, OSS back office systems, network management systems (NMS), element management systems (EMS), Cisco IOS, Alcatel-Lucent SAR OS, BMC Remedy ticketing system, network troubleshooting applications

Hardware: Cisco UCS, Cisco CRS-X, ASR 9k, UBR 10k, and RFGW10 routers, multiple vendor network gear from '99+, PC systems from '95+

Development: Python, Linux shell, Windows batch, Qt GUI (PySide, PyQt), web GUI (Flask, PyJS, Bootstrap)

OSS Systems: Splunk Enterprise (architecture, administration, on-boarding, development), CA Service Assurance suite (Spectrum, eHealth, Performance Management, Wily Introscope APM, VAIM, SystemEDGE, Mediation Manager, Nimsoft UIM), HP Network Automation (HPNA), HP ArcSight, ManageEngine Applications Manager & SQLDBManager Plus, Alcatel-Lucent Service Aware Manager (SAM), Fujitsu Netsmart, Cisco Prime Infrastructure, Ericsson Wi-Fi Manager

Certifications

Cisco: CCNA Security, **CCNA Routing & Switching**, **CCENT Network** (CSCO11661025)

Splunk: Admin (Cert-118248), **Power User** (Cert-118246)

CA: Proven Professional, CA Spectrum 10.x Implementation
Proven Professional, CA Performance Management 2.x Implementation

CNSS: NSTISSI 4011 Recognition

CompTIA: Security+, **Network+**, **A+ IT Technician** (COMP001008619165)

Experience

Mar 2010 – Jul 2017   Charter Communications & Bright House Networks   Riverview & St Petersburg FL
Staff Engineer I OSS, OSS Support Engineer, NOC Operator I & II, Technical Support Specialist
2012 Employee of the Year, Q4 2012 NOC Employee of the Quarter

- Responsible for the architecture, development, configuration and operations of the support systems used to operate, manage, and support the Charter and Bright House carrier-class network backbone, video networks, service delivery access networks, and its highly resilient data center networking infrastructure
- Support and integrate NMS and EMS applications including the OSS systems listed above
- BHN enterprise-wide Splunk SME, responsible for all architectural, administrative, and onboarding work
- Executed merger activities between technical teams in three of the largest MSOs in America (Time Warner Cable, Charter Communications, and Bright House Networks), including technical training, consolidative architecture consulting, application rationalization, process development, and documentation
- Provided surveillance for NOC and CLEC delivered mission critical services that support elements of the Bright House Networks enterprise, including detection and isolation of transport and systems faults across multiple technologies in the DWDM, SONET, VOIP, UNIX, BTS, and various OSS platforms
- Performed and supported fault, incident, problem, and change management activities for services nationally including core IP, cellular backhaul, high speed internet, digital video, and voice over IP networks
- Operator tasks included managing conference bridges, high profile events, communication to both executives and customer care, writing custom NOC tools, and training new and current employees
- Provided customer service linked with technical and billing support for the Advanced Broadband Services department, resolving hardware and software networking issues with Bright House Networks services

Jul 2007 – Jan 2009   Misner Networks LLC   Cape Coral FL
President
- Owned and operated PC and network support business
- Performed on-site and remote troubleshooting, installations, repair and support for homes and offices

Feb 2001 – Sep 2006   Albertsons, Inc.   Clearwater & Cape Coral FL
Dairy Manager, Grocery Clerk, Drug Clerk, Checker
2004 Employee of the Year

Education

Aug 2002 – Dec 2006   St. Petersburg College   Clearwater FL
A.S. degree in Cisco Certified Network Professional / CompTIA Network+
Graduated with ***cum laude*** honors

Aug 2002 – Dec 2004   Cisco Regional Networking Academy   Pinellas Park FL
CCNP Program Completion & CCIE Coursework
Cisco Certified Network Professional Curriculum 1-4 (BSCN, BCRAN, BCMSN, CIT), Cisco Voice Over IP, Cisco Call-Manager, Advanced Topics in Routing Protocols, Border Gateway Protocol

Aug 2000 – May 2002   Cisco Local Networking Academy   Cape Coral FL
CCNA Program Completion
Cisco Certified Network Associate Curriculum, Semesters 1-4