Jonathan D Oakey

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Summary

Results-driven Fiber Solution Analyst with over 10 years of experience enhancing mission-critical fiber service delivery platforms. Proven expertise in leading large-scale system migrations, performing in-depth root cause analysis, and optimizing diagnostic workflows to significantly improve platform stability and the end-user experience. Adept at managing the full lifecycle of hardware and firmware releases for key network components, including ONTs and gateways.

Technical Skills

- **Core Competencies:** DevOps, Data Science, Full-Stack Development, System Migration & Integration, Process Improvement, Workflow Optimization, Release Management, API Integration, Stakeholder Management, Technical Troubleshooting & Debugging, Root Cause Analysis, User Experience (UX), AI Integration
- **Programming & Scripting:** Python, JavaScript, Java, SQL, MongoDB, HTML, CSS/SASS, XML, PHP, Arduino, Bash
- **DevOps, Cloud & Infrastructure:** CI/CD Pipelines, Docker, Kubernetes, Ansible, Terraform, Jenkins, VMware vSphere, Google Cloud Platform (GCP), Amazon Web Services (AWS)
- **Data Science & Machine Learning:** Predictive Modeling, Statistical Analysis, Deep Learning, Natural Language Processing (NLP), ETL, Data Mining, scikit-learn, TensorFlow, Pandas, D3.js
- **Frameworks & Development:** Flask, React, Google Apps Script, RESTful APIs, Microservices, Software Development Life Cycle (SDLC)
- **Methodologies:** Agile Project Management, Scrum, Kanban

Professional Experience

Fiber Solution Analyst *Verizon Optix Repair Wizard Team, Hampton, VA 09/2014 - Present*

- Analyzed and re-engineered core fiber service delivery platforms, leading a major **System Migration & Integration** from a legacy system to a modern, scalable platform and optimizing dispatch workflows to improve agent compliance and first-call resolution for fiber customers.

- Served as a key escalation point for complex fiber network issues, performing in-depth **Root Cause Analysis** and **Technical Troubleshooting & Debugging** to resolve critical bugs within the Optix repair wizard, enhancing diagnostic accuracy and platform stability.
- Managed **Release Management** and deployment for critical fiber hardware solutions, providing **Firmware Support** for Fios gateways (CR1000A, G1100) and ensuring seamless integration of new Optical Network Terminals (ONTs) into the support ecosystem.
- Improved the fiber customer **User Experience (UX)** by optimizing diagnostic **Workflow Optimization** and developing a clear **Content Strategy** for complex issues like security threats, hardware setup, and remote reprogramming, resulting in fewer repeat calls.
- Drove technical solutions for the fiber support platform by collaborating with network SMEs and partners on initiatives like **API Integration** to resolve data integrity issues, ensuring end-to-end project alignment from conception to deployment.

Freelance Developer & Consultant *Hampton, VA 2014 - Present*

- Partnered with clients to design, develop, and deploy custom software solutions, including full-stack data visualization applications using **React, Flask, and SQL**.
- Engineered and implemented specialized machine learning models (**TensorFlow, scikit-learn**) and performed **AI Integration** by leveraging third-party AI APIs to build intelligent features like natural language processing into client applications.
- Provided consulting on cloud architecture, designing and managing hybrid cloud environments with **VMware**, **GCP**, and **AWS** to optimize client infrastructure for containerization and automation (**Ansible**).

Consultation Agent *Geek Squad, Hampton, VA 11/2012 - 09/2014*

- Provided comprehensive technical support to clients, diagnosing and resolving a wide range of hardware and software issues, including virus removal and software installation.
- Delivered exceptional customer service by clearly communicating technical solutions and providing user education, which informed a user-centric approach to software design.

Canvasser *Midtown Home Improvements, O'Fallon, MO 02/2012 - 11/2012*

- Developed strong sales and communication skills by engaging directly with homeowners, effectively presenting service benefits, and securing appointments for sales quotes.
- Successfully overcame customer objections and honed negotiation tactics, building a foundation for effective stakeholder communication and client engagement.

Education

Associate's Degree in Computer Science *Thomas Nelson Community College, Hampton, VA 2013 - 2016*

Coursework in Computer Science *St. Charles Community College, Cottleville, MO 2012 - 2013*

Certifications

Google Project Management: Professional Certificate - Google, Oct 2024 *Credential ID: ALJZDH1HR4LF*

https://www.coursera.org/account/accomplishments/professional-cert/ALJZDH1HR4LF

Python Data Structures - University of Michigan, Oct 2024 *Credential ID: CQWFW64C6MGT*
https://www.coursera.org/account/accomplishments/professional-cert/CQWFW64C6MGT

Python Programming Certification - 2013