JONATHAN D. OAKEY

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SUMMARY

Automation & Operations Analyst with 10+ years of experience bridging the gap between technical network engineering and operational support. Expert in designing **Robotic Process Automation (RPA)** workflows, coding logic-based diagnostic tools, and integrating disparate systems to reduce operational friction. Proven track record of reducing Average Handle Time (AHT) for 500+ agents by engineering automated troubleshooting scripts. Seeking an **RPA Developer** or **Workflow Automation** role to leverage Python, SQL, and low-code expertise.

TECHNICAL SKILLS

- **Automation & Scripting:** Python (Pandas, Requests), Robotic Process Automation (RPA), n8n, Zapier, Bash Scripting, Regular Expressions (Regex), Webhooks.
- **Data & Integration:** SQL, RESTful API Integration, JSON/XML Parsing, Google Sheets Automation (Apps Script), Data Transformation.
- **Infrastructure & Tools:** Docker (Containerization), Linux/Unix CLI (Linode), Git/GitHub, Jira, Visio/Lucidchart (Workflow Mapping).
- **Core Competencies:** Root Cause Analysis, Process Optimization, Workflow Engineering, Technical Troubleshooting, System Migration.

PROFESSIONAL EXPERIENCE

VERIZON | Hampton, VA (Remote) **Automation Operations Analyst (Fiber Solutions)** | *September 2014 – Present (Official Title: Fiber Solution Analyst)*

- **RPA & Workflow Engineering:** Serve as Lead Logic Developer for internal diagnostic automation platform ("Wizard"). Designed and maintained complex decision-tree logic used by **500+ Tier 1 agents**, transforming manual troubleshooting guides into automated, self-healing workflows that reduced Average Handle Time (AHT) by **~15%**.
- **System Migration Lead:** Acted as the technical liaison between Network Engineering and Customer Operations during the migration from legacy copper systems to the modern **Optix Fiber** platform. Translated complex network requirements into user-friendly front-end logic, ensuring 99.9% platform availability post-launch.
- **Process Optimization:** Developed **Python-based data parsing scripts** to analyze "fallout" logs from failed provisioning orders. Identified root causes for firmware

mismatches (ONTs/Gateways) and deployed logic patches that automated resolution, significantly reducing unnecessary truck rolls.
- **API Integration:** Collaborated with internal DevOps teams to integrate real-time API telemetry into support workflows, providing agents with instant visibility into network outages and hardware health without switching tools.
- **Technical Escalation:** Functioned as Tier 3 support for automation failures, debugging logic errors in real-time to restore service flow during critical platform updates.

SYBRUX (Technology Consulting) | Hampton, VA **Founder & Lead Automation Engineer** | *January 2014 – Present*

- **Business Process Automation:** Founded a technical consultancy focused on digital transformation for local small businesses. Specialize in replacing manual data entry with automated workflows using **Python**, **n8n**, and **Webhooks**.
- **Infrastructure & DevOps:** Architect and manage self-hosted automation environments for clients using **Docker** containers on **Linode** (Linux) servers, reducing client software subscription costs by ~40% compared to equivalent SaaS solutions.
- **Custom Integration Solutions:** Designed a proprietary "Lead Capture" system that parses incoming emails via **Regex**, standardizes data, and syncs it to Google Sheets/CRM APIs, reducing lead response time by **90%**.
- **Full-Stack Development:** Build custom internal dashboards (React/Flask) that visualize operational metrics, giving business owners real-time insight into workflow efficiency.

GEEK SQUAD (BEST BUY) | Hampton, VA **Consultation Agent** | *November 2012 – September 2014*

- Performed advanced hardware/software diagnostics and repairs, serving as the final quality check for customer devices.
- Translated complex technical issues into plain English for customers, consistently maintaining a high Net Promoter Score (NPS).

MIDTOWN HOME IMPROVEMENTS | O'Fallon, MO **Canvasser** | *February 2012 – November 2012*

- Developed strong sales and communication skills by engaging directly with homeowners to secure appointments, building a foundation for effective stakeholder management.

EDUCATION

Associate of Science, Computer Science Thomas Nelson Community College | Hampton, VA | *2014*

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

CERTIFICATIONS

- **Google Project Management: Professional Certificate** – Google (2024)
  - *Credential ID: ALJZDH1HR4LF* | [View Credential](#)
- **Python Data Structures** – University of Michigan (2024)
  - *Credential ID: CQWFW64C6MGT* | [View Credential](#)
- **Python Programming Certification** (2013)