

NETWORK MANAGER

Career Overview

GLOBAL NETWORK ENGINEERING & OPERATIONS MANAGER Develop and Implement Solutions to Meet Challenging Business Needs~ Solutions-driven technical leader with proven record of success managing and optimizing enterprise network services and operations for companies with dynamic connectivity and performance requirements. Over 14 years of hands-on experience in IT Leadership, Network Engineering, LAN/WAN Administration, and Data Center Operations, under mixed computing environments. Career marked by highly visible roles with global leaders in the financial and managed IT services industry. Organized, take-charge professional with exceptional follow-through ability; identifies opportunity for improvements and implements solutions that fulfill challenging business requirements. Natural communicator and motivational team leader; talent for inspiring superior team performance while ensuring full functionality and responsive support of enterprise scale environments.

Qualifications

- Operating Systems: Windows, Linux, Cisco IOS, Cisco CAT OS, Checkpoint
- Software: Visio, MS Excel, OPsware, Wireshark, Netscout
- Protocols: RIP, EIGRP, BGP, OSPF, STP, HSRP, VTP, PAGP, VRRP, TCP/IP, NAT, MPLS, IPSEC
- Hardware: Cisco Routers, Cisco Switches, Firewalls, LANs, WANs, Cabling
- Tools: IPCenter, Netcool, Netview, Protocol Analyzers

Accomplishments

- Certifications: CCNP, MCSE, CCNA, COMP TIA A+, Radware Appdirector Level 1,.

Work Experience

Network Manager 01/2013 to Current

Department Of Administrative Services, State Of Ohio Ashtabula , OH

- Global Leader in Managed IT Services; \$1 Billion revenue; 2000+ employees.
- Lead the Global Network Operations Center providing 3 tiers of support for the enterprise network environments of 100+ leading companies in the retail, media, financial, and technology industries.
- Supervise, mentor, and train a global team of engineers supporting thousands of network and networked devices.
- Expertly handle escalated issues within complex multi-protocol environments spanning a broad spectrum of platforms and vendors.
- Selected Achievements & Projects: Strategically manage and serve as an escalation point for a global staff responsible for handling 2000+ incident management tickets and over 400 hotline calls per week.
- Develop and implement training and operational strategies that have enabled the Network department to achieve its best performance scores in the company's history.
- Cut mean time to respond and hotline speed to answer by over 75% and 90% respectively.
- Boosted customer satisfaction scores to an average of 4.5 out of 5 while maintaining existing FTE headcount.
- Implement and optimize automation for repetitive tasks to successfully drive SLA misses down by 90% in 2014.
- Created and implemented an effective service improvement plan that has been used as a model throughout the entire organization.
- Increased customer Quality of Service survey scores from an average of 1.6 to a consistent average of 1.8+ through staff coaching and implementation of best practices procedures.

Manager 01/2007 to 01/2013

Pariveda Solutions Philadelphia , PA

- Network Engineering & Operations World's largest post-trade financial services company; \$960 million revenue; 2500+ employees.
- Hands-on design, engineering, and tier 3 troubleshooting of network infrastructure and environment processing \$1.7 quadrillion in annual transactions for 500+ major financial institutions such as Bank of America, Morgan Stanley, JP Morgan Chase, etc.
- Supervise, mentor, and train 9 onshore and offshore Network Engineers focused on supporting and maintaining DTCC client network comprised of 1000+ geographically dispersed network devices.
- Evaluate, approve, and perform network changes for new projects, applications, devices, and client integrations.
- Drive full lifecycle delivery of complex multi-system projects, implementing new technologies and equipment to maximize capacity and scalability while minimizing cost.
- Expertly troubleshoot and resolve escalated issues in complex multi-protocol environments, eliminating bottlenecks and instituting failover procedures to guarantee full connectivity and availability.
- Forge strong relationships with clients, managers, vendors, and internal/external stakeholders.
- Selected Achievements & Projects: Orchestrated all phases of high profile Broadband Network Redundancy project including engineering, implementation, and project management.
- Developed project plans and workflow, coordinated vendors, and defined resource, communication, and risk management plans.
- Completed project on time and within budget while surpassing established goals for year over year.
- Defined and instituted standard operating procedures and trained staff in best practice methodologies; triggered 40% reduction of incident resolution time for network and system events.
- Engineered large-scale project to convert entire SMART network environment, with 1000+ Cisco network devices, from Frame Relay to MPLS technology, including implementation of IPSEC security.
- Saved \$1.2 million in circuit charges by consolidating Frame-Relay PVCs onto existing available DS3 circuits.
- Generated 6-figure savings by replacing ISDN circuits with broadband circuits for remote router redundancy.
- Headed initiative to onboard offshore employees including staff interviewing, screening, and training.

- Delivered projected \$0.5 million reduction in annual operating budget.
- Eliminated ~\$30,000 in annual vendor costs through deployment of ION appliances for secure remote management of network devices at customer locations.

Lead Network Engineer 01/2003 to 01/2007
Alameda Health System Oakland , CA

- Technology services provider; \$9.6 billion revenue; 140,000 employees.
- Tapped to lead business critical network engineering/data center projects for one of company's marquis clients, Bank of America, with focus on expanding services and driving cost efficiencies.
- Analyzed client business, system, and security requirements, established solid project scope and plans, and facilitated advanced processes and workflows.
- Coordinated 3 team members and external vendor in installation, configuration, testing, and support of all network devices, circuits, and cabling.
- Deployed daily maintenance plans and protocols to optimize network traffic, connectivity, and availability.
- Monitored and maintained the network environment within strict compliance SLAs.
- Selected Achievements & Projects: Noted for seamlessly and efficiently coordinating 10 or more projects simultaneously, aggressively meeting project milestones while managing strict budget, time, and regulatory constraints.
- Procured, staged, and configured equipment for new Bank of America Data Center; engineered multi-layer switched network environment that would grow to support 3000+ servers.
- Delivered full functionality and high availability production environment on time and within budget.
- Acknowledged for designing and implementing reliable, fault-tolerant campus and external connectivity networks for Bank of America's Securities Division.
- Credited with facilitating and accommodating period of rapid corporate growth and expansion of EDS Financial Services Division.
- Key contributor to massive engineering project aimed at expanding Bank of America ATMs to hundreds of locations throughout the Northeastern U.S.
- Played integral role in enormous VoIP project, one of Cisco's largest IP rollouts at the time.
- Engineered network to support IP telephony as initial pilot resulting in multimillion dollar cost savings.

Desktop Support Administrator / Help Desk Analyst Global leader 01/2000 to 01/2003
BANK OF AMERICA City , STATE

- in retail banking, private banking, and asset management; \$10.8 billion revenue; 150,000 employees.
- Administered and maintained Microsoft workstations, systems, hardware and peripherals, providing highly responsive support for 250+ users within Securities Division at Bank of America.
- Determined requirements and performed installations and upgrades for hardware, software, and operating platforms.
- Performed daily hardware/software troubleshooting; repaired PCs, laptops, and printers; conducted OS re-imaging and daily backups.
- Selected Achievements & Projects: Progressed to #1 team member for monthly incident resolution within 12 weeks of employment.
- Hand-picked to provide top-tier technical support to Alan Rappaport and Robert Gordon, Presidents of Private Bank and Capital Management, respectively.
- Led successful conversion of entire Windows NT workstation environment to Windows 2000.
- Diagnosed and resolved issues quickly and efficiently, earning reputation as 'go-to' resource among managers, colleagues and users for complex hardware and software problems.

Education and Training

HVAC Engineering Ongoing leadership and professional development through coursework and seminars. Microsoft Certified Systems Engineer (MCSE) * Cisco Certified Network Associate (CCNA) COMP TIA A+ * Radware Appdirector Level 1 * Cisco Certified Network Professional (CCNP) NYC Technical College

Skills

A+, asset management, automation, banking, BGP, Broadband, budget, Cabling, CCNA, Cisco Certified Network Associate, CCNP, Cisco IOS, Cisco, Cisco Certified, Cisco Routers, coaching, Hardware, conversion, client, clients, customer satisfaction, delivery, designing, driving, EIGRP, Financial, Firewalls, focus, Frame Relay, Frame-Relay, HVAC Engineering, imaging, IP, ISDN, LANs, laptops, leadership, Linux, managing, mentor, Microsoft Certified Systems Engineer, MCSE, MS Excel, Windows, Windows 2000, 2000, Windows NT workstation, Netcool, enterprise, Netview, Network Engineering, Network, networks, Operating Systems, OS, OSPF, peripherals, printers, processes, project management, project plans, Protocols, PVCs, Quality, retail, RIP, risk management, router, Securities, seminars, servers, SLA, software troubleshooting, Cisco Switches, TCP/IP, technical support, telephony, troubleshoot, troubleshooting, upgrades, Visio, VoIP, WANs, workflow