PROJECT LEAD, NETWORK OPERATIONS

Experience

State Of Mississippi Project Lead, Network Operations | Lawrence County , MS | May 2018 - Current

- Lead a team of 14 responsible for installing and maintaining Local Area Networks and supporting infrastructure throughout NYU's campus of 150+ buildings in Manhattan, 500+ MDF/IDF closets and 8 global study away sites.
- Triage trouble ticket queue, assign work to Network Technicians, serve as escalation point for.
- Plan and implement layer 2 network refreshes across campus, including evaluation of layer 2 switches, cabling, UPSs, PDUs, power distribution, and cooling requirements.
- Leverage Struxureware and Intermapper for network and infrastructure monitoring.
- Collaborating with project managers and voice and teams in an effort to improve workflow and network delivery for construction projects.
- Participating in project to select, design and build new data center site(s) and plan migrations.

Amerifleet Senior Network Specialist | Webster , MA | November 2013 - May 2018

- Network Infrastructure & Operations Contractor focused on designing and implementing Layer 2 infrastructure as well as defining requirements for power, cooling, and structured cabling for MDFs/IDFs at NYU's global campuses.
- Participated in the project to build a 16-story vertical campus in Shanghai, China, which included design of 16 IDFs, as well as data center layout in a cold-aisle containment environment.
- Due to construction delays, planned and implemented emergency redesign, distributing all data center equipment across IDFs and modifying power, cooling, and cabling systems to ensure that the campus opened on time, as scheduled.
- Supervision of network technicians during global site deployments, creation of global support documentation, and network refresh planning for sites approaching equipment end-of-life.
- Redesigned and built-out new, modernized data center structured cabling infrastructure.
- Co-led data center decommissioning project.
- Surveyed network equipment, fiberoptic and copper cable plant, data center hardware; facilitated requirements-gathering for other teams; designed and built new spaces to accommodate relocated network and server hardware; redesigned NYU's 864-strand fiber ring and worked with provider to implement the new design.
- Participated in study to identify current and future states of NYU's data centers.
- Assisted with RFP creation, vendor selection, and facilitation of inventory and information collection from various departments and schools.
- Performed network builds/refreshes in Berlin, London, Paris, Madrid, Tel Aviv.
- Planned rack layout, power, cooling and cabling requirements; created bills of material for network switches, cabling, UPSs, PDUs; coordinated work of technicians and vendors;.

Experian IT Consultant/Network Engineer, Functional Coordinator | Atlanta , GA | May 2001 - March 2012

- Designed, built and supported the global network infrastructure for Occidental Petroleum and OxyChem.
- Provided technical oversight and guidance as Functional Coordinator for Network Operations and Functional Coordinator for South America.
- Managed global network of 200+ locations in the U.S., South America and the Middle East connected by MPLS, microwave, leased lines, Internet VPNs and metro-Ethernet.
- Designed and built data centers in Dallas, Texas and Buenos Aires, Argentina.
- Redesigned and expanded primary data center in Houston.
- Managed all network infrastructure activity, from rack layout and cable plant design to RFP creation, vendor selection, and configuration and installation of routers and switches.
- Participated in design and build-out of a microwave network for ten oilfield sites in Argentina.
- Assisted in creating the Spanish-language RFP, served on the bid review team and configured routers and switches for the $1.5M project.
- As, for Network Operations, lead a team responsible for construction projects, data center network infrastructure, operational support, and LAN/WAN performance analysis and upgrades.
- Participated in global network monitoring in-sourcing project to eliminate outsourced monitoring services.
- Installed and configured HP Network Node Manager (NNM), created processes and procedures, and provided NNM training for all IT Infrastructure teams.
- Completed RIP to EIGRP migration on 120+ routers in a mixed Nortel/Cisco environment.
- Performed complex, inter-disciplinary troubleshooting to isolate and resolve performance issues in areas such as route redistribution, spanning-tree, MPLS backdoor routing, and WAN compression, to improve, network, database and application performance.
- Recognized as a team builder for planning and coordinating annual "Think Tank" meetings, a week-long series of discussions for Network Services, Operations and Security to brainstorm about technical direction and to facilitate knowledge sharing.

Enron Networks, E-Commerce Division Senior Specialist | City , STATE | March 2001 - May 2003

- Network architect for EnronOnline commodity trading platform before, during and after acquisition by UBS.
- Created and implemented standard connectivity offerings (VPN, frame-relay or leased lines), SLAs, and technical guidelines to established connectivity to external counterparties.
- Performed risk analysis and identified and implemented measures to reduce time to restore service and improve customer relations.
- Performed Server Load Balancing (SLB) evaluation, comparing hardware from multiple vendors to find the optimal platform for EnronOnline's real-time, Internet-based trading applications.

- Designed high availability data center network infrastructure across hot/standby sites.
- Deployed ISS RealSecure IDS and tuned attack signature policies to increase network security.
- After acquisition, ompleted network separation to isolate and migrate network infrastructure.
- Participated in Global Network Operations Subcommittee to facilitate communication among business units in order to leverage common vendor relationships and reduce spending.

The Bank Of Tokyo-Mitsubishi North America Senior Telecom Analyst | City , STATE | July 1999 - March 2001

- Responsible for network infrastructure for 19 sites in North and South America.
- Redesigned data center infrastructure.
- Planned and oversaw installation of cable plant.
- Responsible for RFP, vendor selection and project management.
- Deployed Catalyst 6500s to replace Token Ring and Ethernet shared hubs.
- Planned and implemented frame-relay network to replace leased lines at all sites.
- Built a DMZ for connectivity to Bank subsidiaries and market data providers with PIX firewalls.
- Supported mixed-media networks (Ethernet, Token Ring, FDDI, and IDNX).
- Performed troubleshooting using Sniffer, NetScout, MRTG and Ciscoworks.

Work History
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Education
B.S Computer Science State University of New York City , 1994
Summary

SUMMARY: Effective project leader and problem-solver with advanced programming skills and a hardworking mentality. Seeking to apply expertise and extensive experience in software engineering to take on a challenging new role with a growing team.

Certifications
Cisco Certified Network Professional (CCNP), 2013
Interests
LEADERSHIP AND SERVICE *, Held the role of Functional Coordinator, Team Lead, or Supervisor in each position from 2000-2012. *Responsible for training junior networking staff and summer interns. *Child Advocates, Inc., Court Appointed Special Advocate 2007-2012. As a bilingual volunteer, served Hispanic children in foster care, their families and Harris County, TX. *As a member of Toastmasters International, earned Competent Communicator award and served in club leadership positions, 2003-2011. *Served on OxyWellness, a committee of employee volunteers dedicated to increasing the well-being of Oxy staff through events to increase health awareness and physical activity. Developed "Six Weeks of Wellness", a program which introduced employees to a different form of exercise each week.
Highlights

- Cisco routers: 1900/2900, 2600/3600, 7200
- Cisco switches: 3560, 3750, 3750X, 4500, 6500, 3850, 9300, 9410
- Routing Protocols: RIP, OSPF, EIGRP, BGP
- Network Protocols: Frame-Relay, ISDN, MPLS
- Other Devices: Juniper WXC (WAN Compression/Acceleration), F5 BIG-IP
- Tools: APC StruxureWare, Cacti, Cisco NAM, Ciscoworks/Cisco Prime, HP Network Node Manager (HP NNM), Intermapper, MRTG, NetQoS Reporter/Analyzer, Perl/Tcl/Expect, Sniffer, Splunk, Wireshark,
- Diana R. Cioffi

- architect, BGP, cable, cabling, Cisco, Cisco routers, hardware, customer relations, database, delivery, designing, direction, documentation, EIGRP, Ethernet, FDDI, firewalls, Frame-Relay, Functional, HP, hubs, IDNX, IDS, inventory, IP, ISDN, Local Area Networks, LAN, layout, team builder, market, meetings, microwave, migration, network security, Network, networks, Nortel, OSPF, performance analysis, Perl, policies, power distribution, Prime, processes, project management, Protocols, real-time, Reporter, requirements-gathering, RFP, RIP, risk analysis, routers, Routing, Spanish-language, structured, Supervision, switches, Cisco switches, Tcl, Token Ring, Triage, troubleshooting, upgrades, VPN, WAN, workflow

Skills

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