

# Mark Reyes

## Manager Network Development

Proud Naval Veteran. Charismatic leader. Habitual learner. After four years in the Navy as an IT, I started my 13 year venture with a major ISP in Austin, in which I've experienced a tremendous amount of growth. I spent four years in field service with Spectrum, and eight years in various Engineering roles, with the last year leading a team of Network Developers. Now, as a Manager for a Network Development team, it has strengthened my foundation in guiding projects which lead toward corporate goals and building a strong development culture which is envious to work in. Taking the helm of a cross-functional team has allowed me to build trust from individuals and inspire greatness by coaching member's strengths, helping them contribute to the group's potential. This resulted in establishing a clear direction and success in achieving our strategic goals as a business unit. I believe my unique blend of Charismatic/Servant leadership style is a testament to the team's growth and ultimate successes!

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## Work **Manager Network Development**

Apr 2019 – Dec 2021

During my time as the Manager of a Network Development Team in Spectrum, I worked together with a management team to transition a team of twenty Network Engineers into Network Developers. This included guiding many into unclear territory as their job functions were transitioned. Discovering a clear career path and building a collaborative culture were some of the small difficulties to overcome. Once our Service Reliability Engineering team was established, I guided them to continue development of scalable Ansible Playbooks for Automated Deployments in our Production Environment; Building automated regression tests using GitLab CI/CD and Jenkins; and Containerizing legacy applications in Docker.

- Established an environment with three vertical slice teams involving over twenty developers and three Area Product Owners
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- Guided my development team to automate a manual process which saved Spectrum a projected estimate of one million dollars in Capital Expense
- Deployment automations using Ansible Roles allowing a scalable cookbook

## Sr Network Developer

Apr 2016 – Apr 2019

Our primary focus was to improve efficiencies of our work-order pipeline by means of automating the provisioning of network services. We participated in regular code reviews and followed the principles outlined in gitflow. Our automated build pipeline(CI/CD) was run through jobs executed by GitLab Runners and Jenkins Jobs. Daily Stand-ups ensured communication and transparency among the Scrum Team. We demonstrated our progress to Stakeholders and Product Owners at a per Sprint Iteration. This would allow a project to fail-fast and be agile enough to take new direction at the speed of business needs. As a secondary hat, I developed scalable playbooks with Ansible roles to systematically deploy our network orchestrator. This effort cut down countless human hours during our production deployments and regression testing.

- Project Lead: Port Activation
- Testing Lead: Andromeda Project
- Development Lead: Systematic Deployments with Ansible

## Sr Systems Engineer

Jul 2014 – Apr 2016

In a Systems Role, I developed modules for a Network Device Orchestration Suite of tools, which automated common tasks in various software sets when a new network element was discovered. Communicated to multiple groups when changes were going to affect existing architecture. Developed multiple scripts for operational groups based on requirements expressed. Troubleshoot issues as needed when network automation systems failed, or were reported via trouble tickets.

- Application Development: Coffee Reports

## Network Engineer

Apr 2012 – Jul 2014

With Spectrum Enterprise's Network Engineering team I was free to improve processes for departmental procedures within the Commercial Network. I developed multiple scripts for identified inefficiencies within a team's current workflow. I built reports based on various criteria and equipment vendor challenges. I was able to push multi-line configuration changes to 1000's of various equipment based on security updates or network needs. I was required to present data collected from network-wide collections so that upper management can interpret and understand network trends and peculiarities. As well, I provisioned circuits as requested by Business Class customers across a cross-platform network comprised of; Cisco, Juniper, Alcatel, Adva, and RAD equipment utilizing command line interface.

## NOC Analyst

Mar 2011 – Apr 2012

While in Spectrum's NOC we maintained the network integrity of the hybrid-fiber coax network used for CPE digital cable box reception and high-speed Internet. Other monitored services included: Video-on-Demand service group utilization, CMTS network elements, Regional Transport Network, Customer Edge Network, and Spectrum network. We collaborated TAC and division dispatch teams to resolve issues found. Investigated network problems using various tools including: Unified, NYROC, SPECTRUM, Tivoli Integrated Portal, and other tool suites.

## Broadband Tech

Apr 2007 – Mar 2011

When in the field, I troubleshooted and repaired field problems from subscribers' homes to bridge amplifiers. Responded to subscriber technical service calls. Ensured a signal quality within Federal Communications Commission standards and strength using various meters and tools. Replaced sub-efficient drop cable, house cable, telephone, and Ethernet cable. Conducted signal egress / ingress testing and repairs using signal seekers and test meters to locate cracks in feeder system lines. Repaired cable system leaks as regulated annually by the FCC.

## Information Systems Technician

Feb 2003 – Feb 2007

While in the Navy I deployed local area networks, monitored traffic flow on servers and performed daily backups on servers. I installed and operated various computer software on client machines, re-imaged when needed. As well, we complied with US government requirements for secure communications via HF, UHF, and VHF frequencies. Performed operational tests and required adjustments on circuits. We maintained and replaced various antennas. And we proactively identified interference and jamming frequencies to superiors.

## Education

### Navy

Information Technology

Feb 2003 – Feb 2007

General

### Austin Community College

Cisco Network Academy

Feb 2010 – Jun 2011

Network Technology

## Skills

### Software Development

Ansible Master

### Network Engineering

IP Filtering / ACLs

Application Containerization

CI/CD

Docker Orchestration

Gitflow

Jenkins - GitLab - Travis CI

Message Brokers

RESTFUL HTTP APIs

Test Driven Development

Network Protocols

Routing Protocols

Subnet Addressing

## Telecom

Cable Attenuation

DOCSIS

Hybrid Fiber Coax