Mark Reyes

Sr. Network Engineer with Spectrum Enterprise

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EXPERIENCE

Sr. Network Engineer, *Network Integration and Automation at Spectrum Enterprise*

APRIL 2016 - PRESENT

As a member of the Automation Team in Spectrum, it is my mission to modernize the customer experience, revenue velocity and operations via the marriage of systems and new automations. My day to day function is to solve non-routine issues, and use creative thinking to architect a network for the future business. Our main project is to create a Service Orchestration Suite using tools such as Blue Planet, Mulesoft, Denodo, and Nakina to abstract network provisioning and inventory from end users.
Prior to the Automation Team, I was attached to Commercial Network Integration in which our primary objectives were to document standards, recreate lab scenarios of non-standard issues found in the production and serve as the highest level of escalation for TWC Commercial Engineering. While with CNI, I created 3 regression test plans, including lab cabling / equipment configuration, and lead the efforts of cross-functional team members through the lengthy regression testing cycle.

Sr. Systems Engineer, *Commercial Systems and Security at Time Warner Cable Business Class*

JULY 2014 - APRIL 2016

While attached to the Systems Team, we developed modules for a Network Device Orchestration Suite (NDOS) of tools, which automated common tasks in various software sets when a new network element was discovered. I communicated to multiple groups when changes were going to affect existing architecture. Common issues were also addressed, such as adding users to systems, servers, and package updates. User issues were ticketed and timed through Redmine and later replaced by JIRA.
As an inaugural team member in the Commercial Network Access and Security team, there was plenty of knowledge carried over from my previous experience within TWC's operational networks. We managed 5 Regional Data Center Juniper SRX's across the country, updating security filters and defining security policy flow. We monitored network SYSLOG events using SPLUNK to search for network irregularities and patterns. We created Network Abnormality reports for Network Operations groups to correct issues found.

Network Engineer, *Commercial Network Operations at Time Warner Cable Business Class*

APRIL 2012 - JULY 2014

As a Network Engineer, my role included provisioning circuits as required by monitoring a SalesForce queue. Our cross-platform network was comprised of: Cisco, Juniper, Alcatel, Adva, and RAD equipment. During the on-call rotation we would troubleshoot and resolve critical network connectivity issues in both core and customer premise equipment. I developed multiple scripts to assist common troubleshooting issues, upgrades, and/or provisioning needs. These scripts saved countless hours and were openly distributed TWC wide. Some examples of work can be seen in: Daily Coffee Reports, x-script (a cli login script using expect), ri-cen (simple interface description search tool), scan (a subnet scanner multitool.)

Network Analyst, *Regional Network Operations Center at Time Warner Cable*

MARCH 2011 - APRIL 2012

During my time in the RNOC my primary duties included: Proactively monitor Time Warner's CTBH (Cell-Tower Backhaul) networks at TWC's Regional NOC via Tivoli NetCool. As needed we would provision, maintain, and replace CTBH circuits when network changes arise or upon customer request utilizing CLI, or graphical user interfaces, such as: Cisco CTM/CTC, Alcatel 5620 SAM, and Alcatel Integrated Network Controller

Broadband Technician, *Field Operation at Time Warner Cable*

APRIL 2007 - MARCH 2011

While working on what is commonly referred to as 'the-last-mile', I troubleshot and repaired field problems from subscribers' homes to bridge amplifiers. My responsibilities included: responding to customer's technical service calls; ensuring signal quality within Federal Communications Commission standards and strength using various signal level 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; and repaired HFC System leaks as needed and was regulated annually by the FCC.

Information Systems Technician, *US Navy*

JANUARY 2003 - JANUARY 2007

Lead a small team of IT's which deployed local area networks, monitored traffic flow on servers and performed daily backups. Installed and operated various computer software on client machines, re-imaged desktops when needed. We ensured our ship's compliance with US government requirements for secure ship-to-ship and ship-to-shore communications via HF, UHF, and VHF. Communications plans were drafted by our team prior to ship's deployment which were heavily valued by high ranking Naval Officers.

RECENT PROJECTS

Nakina Andromeda, *16.8 Initial Production Launch*

SEPTEMBER 2016 - NOVEMBER 2016

In order to certify the initial Andromeda 16.8 release for production readiness, I lead a small team of 5 (Josh Hackett, Frank Moran, Brian Doan, Doug Straub, and myself) for a period of 2 months. We completed 3 sprints for 16.8.1 16.8.2 and 16.8.3 regression testing completing out 180 number of validation tests. In being the project lead, responsibilities included: Drafting the regression testing plan, lab setup and cabling, coordinating with Vendor Resources to gain leverage for more CPE, and clearing any blockage for testers to take full advantage of their valued time. During this initial product launch there was plenty of room for improvement and the lessons learned are truly invaluable for future QA sprints.

Nakina Director, *9.3.1 and 9.3.2 Regression Testing*

MAY 2016 & MAY 2017

For the NI-Director maintenance release of 9.3.1, I coordinated efforts from 5 individuals in a cross-functional QA team (Michael Stephan, Doug Straub for the initial 9.3.1 testing; Matt Shrontz, David Edelson, and myself for 9.3.2 release). The prior regression testing plans were ported into JIRA and assigned to engineers for accounting and visibility reports to upper management. These regression testing completed out 208 validation tests and introduced 10 new features into production with no impact to the day-to-day work of the Provisioning Team.

Service Desks, *Customer Frontend*

APRIL 2016

My efforts were recognized in creating a Service Desk for the Provisioning team soon after the completion of 9.3.1 regression testing. The Nakina Service Desk in JIRA was used to expose and track issues reported during day-to-day usage of NI-Director over the direct email method used in the past. I was humbled that my management rewarded these efforts with a STAR award in the 2nd Quarter of 2016.

CERTIFICATIONS

CCNP, CCNA-Security, JNCIA, JNCIS-SP(emeritus), Alcatel-NRS1(emeritus)