

Brian Spaulding

Objective

My goal is to join a high performing team that strives to provide excellent service and reliable technology. I would like to use my background in customer service, technical support, operations, systems administration, and network engineering to deliver strong support to that team.

Professional Accomplishments

SQL Data Warehouse Report Automation (BendBroadband)

- Used Microsoft Visual Studio and SQL Management Studio to create automated reports for internal ticketing systems and monitoring systems. These reports included internal ticket summaries, device inventory summaries, and cable plant performance statistics. Imported data from MySQL, spreadsheets, and other various sources to data warehouse.
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Legacy Domain Server Move (BendBroadband)

- Carefully planned and executed the transfer of 97 customer websites off of a legacy domain platform to a new production platform. Worked with each customer individually to ensure the least amount of downtime and provide education on why the process was needed. This resulted in the reclaiming of vital company resources.
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Zenoss Monitoring System Deployment (BendBroadband)

- Planned and carried out the process of engineering and deploying a monitoring solution that monitors more than 800 endpoint devices via SNMP. This platform has prevented multiple outages and helped track down and resolve many issues. Monitoring extends across multiple platforms including Linux, AIX, Solaris, Cisco, Windows, Ericsson, APC, and more.
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Vault Restore Product Launch (BendBroadband)

- Represented the NOC (Network Operations Center) through the entire product deployment and marketing phase of a CommVault based backup solution called Vault Restore. Educated the NOC team on the product and set clear expectations for both the NOC and the project team on what role the NOC would play after the product was launched. Documented policies and procedures for the NOC prior to launch.
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Auto Attendant & Hunt Group Handoff (BendBroadband)

- Worked with the BendBroadband provisioning group (reporting to me as a Sr. NOC Tech) to train and document processes for provisioning hunt groups and auto attendants through our Broadsoft application. Provided direct training to members of the team to ensure a good understanding of the process. Once training and documentation had been completed the responsibility was handed off to the provisioning group. This transfer freed up engineering and operations resources and increased the responsibility and value of the provisioning group.

Employment History

July 2017 – Present

Facebook Inc.

Prineville, OR

Data Center Engineer

- Provide hardware support in a data center environment.
- Identify issues with tooling and automation.
- Perform hardware, OS, and application level diagnosis
- Recommend and deploy auto remediation improvements.
- Maintain large scale server fleet.
- Assist with new hardware evaluation.

October 2016 – July 2017

BendBroadband/TDS Telecom

Bend, OR

Network Engineer

- Design and implement technologies such as OTN, Ethernet, SONET, and PON.
- Develop high level designs with cost estimates.
- Build engineering packages for operational implementations.
- Maintain vendor relationships to drive costs down.
- Work closely with technology development teams to develop standards.
- Provide operational support for network implementations.

March 2015 - October 2016

BendBroadband/TDS Telecom

Bend, OR

Linux Systems Administrator

- Perform routine server maintenance.
- Write bash and python scripts to automate various tasks.
- Build and deploy web, dns, and other application servers.
- Troubleshoot issues with CentOS/RHEL systems.
- Create work estimates for projects and tasks.
- Fix defects in current infrastructure and suggest fixes when needed.
- Provide operational support for other teams throughout the company.

March 2012 - March 2015

BendBroadband

Bend, OR

Senior NOC Technician/Operations Supervisor

- Responsible for maintaining servers in a high demand, high availability environment.
 - Provide guidance and leadership to the team by leading by example and providing peer to peer feedback.
 - Work with other departments to resolve disputes and improve processes.
 - Provide feedback and performance data to review with manager on a weekly/monthly basis.
 - Regularly work with manager to identify efficiency needs, and assist in implementing them.
 - Take ownership and lead the NOC team through outage/degradation events when necessary.
 - Primary escalation point for Zenoss monitoring system
 - Develop custom transforms and scripts to increase monitoring potential
 - Create automatic device auditing processes for new network devices
 - Meet with various teams to find room for monitoring improvements
 - Anticipate and plan for future system upgrades
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Employment History (Continued)

Oct. 2010 - March 2012

BendBroadband

Bend, OR

Tech Support Rep II

- Provided technical support over the phone, online, or directly when required.
 - Participated in regular process improvements that included Logically, call statistics, and documentation.
 - Supported a variety of products in a fast pace, rapidly changing environment.
 - Performed supervisor responsibilities in the absence of a leadership member of weekend shifts when required.
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Feb. 2010 - Oct. 2010

TRG Customer Solutions

Bend, OR

Senior Tech Support Rep

- Provide technical support for internal/external customers.
 - Handle escalations from other departments when required and provide feedback and coaching.
 - Fulfill the role of acting supervisor when our team manager was out of office.
 - Contribute to employee performance reviews and help manager with providing coaching and performance data.
 - Provide peer to peer feedback to help guide employees towards their goals.
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Training & Education

- Redhat | RHCSA Rapid Track Course (RH199VT)
 - Linux system administration class focused primarily towards Redhat.
 - Training geared towards deployment, support, and troubleshooting of enterprise Linux servers.
- Microsoft Course 10774A: Querying Microsoft SQL Server 2012
 - Class designed to help DBAs and System Administrators with complex query creation
- Welch Way: Leadership in Action
 - Management/Supervisor course geared towards developing high performing teams and creating opportunity.
 - Emphasis towards team motivation, aligning team goals with company goals, and managing performance.
- Central Oregon Community College: Building Teams That Work
 - Online training geared directly towards team building.
- Microsoft Technical Associate Certification (Networking Fundamentals)
 - Vendor specific course geared toward Microsoft Networking and Networking basics.
- MEF Carrier Ethernet Certified Professional (MEF-CECP)
 - Carrier Ethernet certification based on MEF standards
- Jones NCTI: Cable Network Overview
 - Understanding cable plants and how they are built and supported.
- Jones NCTI: Computers and Broadband Modems
- High School Diploma from Mt. View High School in Bend, OR 2004-2008
- Currently enrolled at Central Oregon Community College and working towards AAS in CIS

Professional references available upon request