**MATTHEW AARON JAMES**

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**NETWORK PROFESSIONAL**

*Seeking challenging technical assignments with an organization of repute*



**BAPTIST HEALTHCARE - LOUISVILLE, KY 2018-Present**

**Network Engineer – Intermediate**

Primary job duties included the resolution of issues over a large enterprise network which provides fiber internet, VOIP, and firewall services to numerous users within the company.

* Actively troubleshoot incidents via the CLI of various switches, routers and firewalls to identify and resolve issues
* Create and update DNS entries for various pieces of equipment within the company
* Perform controlled change activity on various switching and routing platforms
* Interact with various carrier partners such as Windstream, Spectrum, etc.
* Utilizing numerous internal (Solarwinds, BITS, etc.) tools to identify and verify issues affecting multiple customers
* Work issues with numerous tiers of teams to resolve every issue completely
* Administrator and maintain Solarwinds servers that monitor network elements within the company.

**CHARTER COMMUNICATIONS - LOUISVILLE, KY 2016-2018**

**Senior Network Operations Center Technician**

Primary job duties included the resolution of issues over a large business network which provides fiber internet, VOIP, and firewall services to numerous customers nationwide.

* Actively troubleshoot incidents via the CLI of various devices to identify and resolve issues
* Assist enterprise customers with router, firewall and wireless network configuration as needed.
* Perform controlled change activity on various switching and routing platforms
* Interact with various carrier partners such as Level3, AT&T, etc.
* Utilizing numerous internal (Solarwinds, Salesforce, etc.) tools to identify and verify issues affecting multiple customers
* Work issues with numerous tiers of teams to resolve every issue completely
* Documenting ticketing system with initial issue, diagnostics, debugs, corrective actions and resolution.

**INSIDE CONNECT CABLE - LOUISVILLE, KY 2013-2016**

**Senior Project/Network Engineer**

Primary job duties include the planning for management proposed projects, testing the planned solution, implementing the solution in method that minimizes impact to the company and/or customers, and if necessary monitoring and troubleshooting future problems. Additional responsibilities included designing network solutions for small to medium sized commercial clients.

* Established and maintained stable multi-office Asterisk voice solutions for commercial customers
* Assisted commercial clients with onsite router, switch, wireless access point, and firewall configuration
* Converted analog video system to multicast IP driven video platform
* Upgraded acquired cable system from DOCSIS 2.0 to DOCSIS 3.0, and implemented OSPF routing
* Converted hub sites to high performance multi-slot devices (Cisco 6504, Cisco 7606)
* Installed and configured various switches (3750x,2960(g)(xr), 4900m) for use in high speed internet and video services
* Documented existing equipment and maintained documentation to allow for organized troubleshooting.
* Designed and implemented GRE tunnels with IPSEC to broadcast video between remote sites
* Directly interacted with vendors’ engineer groups (AT&T, Windstream, TWC business services, etc.) in order to troubleshoot and resolve problems that impacted the company or its customers.

**INSIGHT COMMUNICATIONS - LOUISVILLE, KY 2010-2013**

**Network Operations Center Technician**

Primary job duties included the monitoring and resolution of issues over a large ISP network which provide High Speed Internet, Digital and HD Video, and VOIP services to over 750,000 customers in 6 different markets.

* Generated reports to assist various departments in determining problem devices that needed to be cleaned up or replaced.
* Tracked enterprise network, servers, and web applications to ensure high availability
* Resolved escalated email and HSI connection issues from Tier II (Call Center)
* Monitored the CMTS, nodes, and business connections that operate over an ISP network utilizing OSPF and RIP routing protocols
* Utilized Solarwinds, CLI, and ServAssure to identify and verify issues affecting multiple customers
* Initialized and managed conference bridges between multiple department(s) and provider(s) to collaborate and provide a speedy resolution to an issue, while keeping all major departments informed
* Facilitate testing and turn-up of various switching and routing platform including cisco IOS (c76xx, c37xx), and IOSXR (ASR9k) platforms.
* Documented Remedy ticket with initial alarm, any updates while troubleshooting the issue, and the resolution
* Designed and implemented scripts (PERL, Windows Batch, Etc.) to automate reports and push system wide changes to customer accounts

**US ARMY - JEFFERSONVILLE, IN 2003-2009**

**Team Leader / Specialist**

Primary job duties included assisting in the planning of practical exercises, including producing risk management projections and various other reports as directed. In addition, I mentored the members of the team by providing monthly evaluations with both positive achievements and highlighting area that require improvement.

* Instructed and supervised members of the team to ensure mission readiness
* Configure IP equipment as needed.
* Assisted with cabling for military use (Cat 5/6/Fiber)



**EDUCATION**

**Bachelor of Science; 2010 ▪** Western Kentucky University

**Master of Science; 2019 ▪** Sullivan University



**TRAININGS AND CERTIFICATES**

**Cisco Certified Entry Networking Technician (CCENT); 2010 (Recertified 2018)**

**Cisco Certified Network Associate (CCNA); 2010 (Recertified 2018)**

**Cisco Certified Design Associate (CCDA); 2017 (Recertified 2018)**

**Cisco Certified Network Professional (CCNP); 2011 (Recertified 2017)**

**Cisco Certified Design Professional (CCDP); 2017**

**CompTIA A+; 2010**

**CompTIA Network+; 2017**

**CompTIA Security+; 2017**

**Juniper Networks Certified Associate – Junos; 2017**

**Certified Meraki Network Operator; 2018**

**VMware Certificated Professional 6 – Network Virtualization; 2018**



**AWARDS**

Awarded the **Army Commendation Medal** for, in part, implementing overseas internet access for the morale purposes. Also awarded the **Outstanding Performance Award** from NOC Manager in 12/2011 for consistent superior work in the NOC.

