

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
Network Operations Center Technician

2010-2013

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.
