

Network Operations Director Profile

Tech-savvy technology leader with 15+ years of experience leading and optimizing network infrastructure for organizations.

Adept at developing and implementing strategic plans, ensuring high-performance, secure, and scalable networks. Skilled in managing cross-functional teams, mentoring technical professionals, and fostering collaborative work environment. Expertise in monitoring network performance, resolving issues, and implementing best practices to minimize downtime. Demonstrated ability to drive innovation and stay abreast of emerging technologies to improve network operations. Excellent communication and leadership skills combined with strong business acumen to align network strategies with organizational goals. Vast exposure of managing various technologies used in network operations, such as fiber optic, satellite communication, and microwaves.

Areas of Expertise

- Leadership & Mentoring
- Strategic Planning & Analysis
- Network Operations Management
- Network Infrastructure
- Performance Optimization
- Network Capacity Planning
- Budgeting & Forecasting
- Project Management
- Stakeholder Engagement

Accomplishments

- Designed and developed computer networks for companies to keep up with customer growth from 10,000 subscribers to 27,000.
- Tracked network performance and proactively identified and resolved issues to minimize downtime and maximize uptime.

Career Experience

unWired Broadband – Fresno, CA

2015 – Present

Director of Network Operations/Level-3 Engineering Manager/Sales Engineer

Lead and oversee all aspects of network operations to ensure optimal performance, reliability, and security. Develop and implement strategic plans for network infrastructure, including capacity planning and scalability initiatives. Collaborate with cross-functional teams to define and implement network policies, procedures, and best practices. Manage team of network engineers/technicians, steer capacity management and IT departments, provide guidance and mentoring, and foster collaborative work environment.

- Built reliable network to enhance unWired's ability to double customer base within two years.
- Kept abreast of emerging technologies and industry trends to drive innovation and continuous improvement.
- Planned and kept costs below budget limits while managing network demands and managing significant technology changes.

tw Telecom/Level-3 Communications – Fresno, CA

2012 – 2015

Central Office Engineer/Planner

Planned, designed, and engineered central office facilities to support telecommunications and network operations. Develop comprehensive plans for fiber optic network infrastructure, including equipment specification/selection, equipment layout, power distribution, and cabling systems. Coordinated with internal teams and external vendors to ensure seamless implementation of network engineering projects. Tracked fiber ring capacity, conducted feasibility studies, and led cost analysis to determine optimal solutions to support network expansion and upgrades. Conducted regular audits and assessments of network to ensure compliance with industry standards and regulations.

- Developed new network configurations, technologies and best planning practices.
- Troubleshoot and resolved network issues while ensuring high-quality service delivery.
- Created case for improved technology deployments to large market/city and improved network capacity as well as redundancy while migrating from TDM to Ethernet.

tw Telecom – Fresno, CA

2006 – 2012

Network Technician

Installed, configured, and maintained fiber optic network equipment, including routers, switches, firewalls, SONET, and Ethernet. Led root cause analysis to accurately identify and effectively resolve connectivity, performance, and security problems. Supported design and implementation of network solutions while maintaining compatibility, scalability, and efficiency. Installed and supported client connections of company's fiber optic and type-II networks. Documented network configurations, changes, and procedures for accurate records keeping.

- Collaborated with stakeholders to support network infrastructure upgrades and maintenance activities.
- Monitored network performance, traffic, and security logs to proactively detect and address potential issues.

Additional Experience

Partner – Hi-Tech Home

Field Engineer – MCI WorldCom

Military Experience

E-6 Staff Sergeant/Drill Sergeant – United States Army

Education

Certificate of Training/Distinguished Honor Graduate

US Army 31P School

Certificate of Training/Honor Graduate

US Army Satellite Communications School 7A

Licenses & Certifications

CCENT Cisco ID No. CSC011814783

VMware Certified Associate – Data Center Virtualization

FCC General Radio Telephone Operator License number PG-GB-047617