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Summary

As a Senior Network Engineer and Global Network Operations Leader, I have spent more than ten years overseeing extensive, multi-country network systems. I specialize in all phases of network management—design, rollout, migration, and security—and I consistently focus on maximizing performance and maintaining very high levels of uptime. Beyond the technical side, I work closely with my teams on professional development, targeted training programs, and team-building initiatives that encourage both innovation and a clear sense of accountability. My troubleshooting methods are both hands-on and automated: I respond quickly to incidents and regularly apply tools such as Ansible and Python to automate repetitive tasks and streamline operations. My day-to-day work relies heavily on Cisco platforms, as well as effective LAN and WLAN management, while I also keep a sharp eye on compliance and security. On the project side, I manage timelines, analyze performance data in Power BI, and guide crossfunctional collaborations that break down silos and enhance service reliability across all our global locations. I am dedicated to continuous improvement and long-term planning to stay aligned with shifting business priorities.

Key Skills

Teambuilding & Supervision
Staff Development & Training
MS Office

Network Design & Implementation Network Migration & Integration Incident Response & Management Report & Document Preparation
Network Security & Compliance
Network Asset Tracking
Network Configuration

Advanced Troubleshooting Skills Windows/Virtual Servers

Network Uptime & Reliability Mgmt. Network Performance Optimization Strong Communication Skills

Cisco Technologies Project Management

Power BI

Experience

Ingram Micro, October 2014 to Present

Senior Manager, Global Network Operations

November 2023 - Present

I oversee a diverse team of **55 certified network engineers** scattered across the Americas, Asia-Pacific, and Europe-Middle East regions. My primary focus is to set clear strategic objectives, encourage teamwork, and elevate the overall quality of our global network operations.

Recently, I introduced automation tools built with Ansible and Python that now handle asset discovery and incident alerts. This shift has cut our mean-time to recovery by **25**% while helping us maintain **99.99**% of uptime at **200+ sites** worldwide.

I also coordinate cross-functional projects designed to standardize our network practices, streamline workflows, and foster a mindset of continuous improvement. These efforts have directly boosted service reliability and made our operations more efficient.

In addition, I mentor regional managers and technical leads to strengthen their leadership skills. By doing so, I hope to cultivate a culture of innovation, accountability, and technical mastery that can thrive in our complex, multinational setting.

Furthermore, I played a key role in pulling together and managing a \$25.5 million global networking budget for 2024, covering both operational and project expenses. This involved coordinating cross-charging activities between internal business units on support contracts, accurately allocating costs based on inventory and usage, and maintaining ongoing communication and forecasting to ensure all budgeted line items were accounted for and funds allocated appropriately throughout the year.

In my previous role, I was responsible for **14** engineers who covered the U.S.-based network operations shift. During that time, I rewrote several operational procedures, which helped us slash mean time to recover by **50%.**

I put effort into fostering alignment with our global counterparts, and that work paid off by improving communication and streamlining incident-resolution workflows across multiple time zones.

I also led a series of audits and documentation updates aimed at stabilizing the network and refining our incident management practices. Those initiatives produced concrete improvements in our day-to-day service delivery.

Lead Network Engineer – LAN/WLAN

May 2022 - December 2022

During my tenure as Lead Network Engineer, I established and documented equipment standards while conducting thorough inventory audits with Ansible scripts. This initiative not only pinpointed missing assets but also enhanced the overall accuracy of our asset management system across multiple facilities. I also assumed the role of America's shift manager, where targeted process optimizations and refined incident response workflows collectively reduced our mean time to repair (MTTR) by 10% each quarter. In tandem with this, I authored several operational procedures aimed at network troubleshooting and problem management, which bolstered the ongoing stability of our infrastructure.

Principal Network Engineer

December 2021 – May 2022

As Principal Engineer, I directed the integration of networking services following a regional acquisition, working closely with both local and global teams to harmonize technical standards and guarantee a seamless migration. My efforts included fine-tuning scalable network designs following existing global policies, while ensuring that those solutions addressed specific regional requirements and ultimately strengthened our security posture.

Senior Network Engineer

February 2021 – December 2021

In the Senior Engineer role, I took on management responsibilities for junior staff, guiding them in the application of regional standards for LAN configurations, naming conventions, and network access control deployments. This mentorship not only fostered a shared understanding of best practices but also reinforced security across our network. I also prepared capital expenditure documentation and monitored ongoing project costs to align expenditures with both budgetary constraints and broader strategic goals. Throughout this period, I collaborated with cross-functional business units to devise resilient network architectures that could scale with growth.

Network Engineer

January 2020 - February 2021

Coordinated hardware upgrades and implemented VLAN segmentation at **20** different sites, which notably boosted both network performance and compliance with security standards.

Assisted in troubleshooting network issues, and through proactive maintenance and rapid problem resolution, I effectively minimized downtime and kept user productivity on track.

ALC East Site Support Team Lead

October 2018 – January 2020

I managed local IT support for 6 warehouse locations, where I developed a preventative maintenance schedule for printers that reduced printer-related incidents by **60%**. This improvement greatly enhanced operational efficiency in packing and shipping activities. I also negotiated a cost-saving deal on Lexmark MS811 printers, achieving roughly **40%** savings off standard pricing, and led the successful refresh of around **\$500,000**

worth of printers across all supported locations. Additionally, I was responsible for submitting the AFCEs and tracking project budgets to ensure cost control and timely delivery of equipment upgrades aligned with business objectives.

Senior Site Support Technician

October 2016 - October 2018

Provided support for end-user devices and network systems across multiple warehouse sites, and I created a radio-frequency asset database that allowed ten locations to monitor equipment and better meet operational demands.

I became the subject-matter expert on Mac deployment, which helped save money and cut downtime by allowing us to handle repairs and manage devices internally.

Spearheaded the rollout of a Mac OS imaging system that automated updates, strengthened security, and simplified overall device management.

United States Army — Unit Communication NCO/Section NCO

February 2014 – February 2020

In the role of Company Communications Non-Commissioned Officer in Charge, I supported an infantry battalion on standby for fast-paced deployments by overseeing the full range of C4I—Command, Control, Communications, Computers, and Intelligence—activities that kept the unit mission-ready.

I directly supervised and mentored Platoon Radio Operators, helping them master the technical skills required by the job so that clear and reliable communication remained possible even during the most intense field missions.

At the company level, I planned and rolled out all communications-related training, regularly assessing the programs and making tactical adjustments that improved our personnel's readiness and the overall effectiveness of our joint operations.

I was responsible for the installation, operation, and upkeep of an extensive suite of communications gear, routinely checking system health and carrying out hands-on support maintenance to keep equipment running when it mattered most.

To support this work, I kept meticulous property records through the Army's TAMMS system, enabling detailed tracking of equipment status and lifecycle and ensuring the logistical accountability required by our ever-changing environment.

United States Army — LAN Manager/IT Specialist

February 2008 – February 2014

During my tenure with the Army, I was responsible for the day-to-day management of both computer systems and the wider network infrastructure, allowing operational units to focus on their missions without technical interruption.

I oversaw local area network administration, where I implemented best practices in device management, subnetting, and IP addressing to safeguard the integrity and security of classified information.

In collaboration with engineering teams, I designed a flexible network topology that met evolving mission requirements; this involved running cable and configuring routers, switches, and servers for reliable connectivity.

I kept meticulous records of installed hardware and software, which, combined with regularly updated documentation, sped up troubleshooting and simplified future system upgrades.

My role also required me to configure and administer essential network services such as web, file, print, DNS, and mail servers, all of which significantly improved internal communication channels.

Using Active Directory, I created user accounts, assigned permissions, and supported desktop applications, thereby centralizing access control and enhancing security across workstations.

Daily, I diagnosed and resolved network connectivity problems, triaged work orders by urgency, and executed corrective measures to ensure continuous service and mission readiness.

Education & Certifications

College

SNHU, Bachelor of Business Administration

Military Education

Tobyhanna Training Site, Completion June 2012

Information Technology Specialist (25B), Distinguished Honor Graduate

BT Collins U.S. Army Reserve Center, Completion March 2013

Signal Support Systems Specialist (25U), Honor Graduate

Smethport Jr./Sr. High with Seneca Highlands VoTech, Graduation Date-2007

CompTIA A+

CompTIA N+

Cisco CCNA