

# JARROD ANDREWS

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## ENGINEERING SUPPORT TECHNICIAN III

Engineering technician with 16+ years of experience in network monitoring, support, and administration. Adept at utilizing, managing, and maintaining network security, network connectivity, and monitoring tools to ensure network reliability and business continuity. Solid experience with Internet protocols (TCP/IP, UDP, DNS, DHCP, VOIP, and BGP) and networking concepts (IP subnetting, Ethernet, troubleshooting processes). Ability to troubleshoot, test, diagnose, and repair network issues to ensure the proper operation of network routers, Ethernet switches, and firewalls. Hands-on technical leader and subject matter expert, providing guidance and support to a team of 10 NOC engineers to ensure all work is completed within established SLAs. Strong written and verbal communication skills.

### AREAS OF EXPERTISE

Networking | Network Protocols | Fault Restoration | Satellite Communications | Broadband Systems | Fiber Optic Network | Analog/Digital Headend Equipment | Restoration Management | Change Management | Optical Transport Systems | Network Design |

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### TECHNICAL PROFICIENCIES

**Operating Systems:** Windows, Mac OS, Cisco IOS, Juniper Junos, Linux, Android, Apple iOS

**Service Delivery Platforms:** Occam, Calix, Actelis, Huawei, Arris, Ciena, Fujitsu, DS3/OC3/GE Circuits, HFC, Fiber, Copper, AE/GPON

**Technologies:** Netcool, VPN, LAN/WAN, TCP/IP, VPN, Telnet, SSH, DSLAMS, Ethernet Switches, Routers, Firewalls, Intrusion Detection, CATV, MMR IPTV, RF, Aggregators, Cellular Backhaul Systems, Cisco DNCS, Motorola DAC, Juniper, VOIP, SolarWinds, Salesforce, ServAssure, Perimeta SBC, DNS, FTP, IPsec

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### PROFESSIONAL EXPERIENCE

**Hargray Communications / Cable one** – Bluffton, SC

Apr 2014 – Present

**Engineering Support Technician III** (July 2022 – Present)

#### Key Accomplishments:

- Work on-call rotating schedule to provide Tier 3 level IP-Data network break/fix support in a 24/7 environment.
- Perform analysis to isolate issues and develop strategies to support field technicians in the repair and restoration of equipment and network outages to reduce business impact, prevent future occurrences, and ensure business continuity.
- Install, maintain, test, and repair advanced network issues on all Layer 1, layer 2, and layer 3 network devices including but not limited to DSLAMS, aggregators, Ethernet switches, routers (Huawei, Fujitsu, Accedian, Cienna Optical transport, Juniper and Arista IP core).
- Monitor and respond to outages in a national backbone consisting of many nodes in many different markets across many states.
- Assist with deployment of SolarWinds Orion network monitoring system.
- Deployed Juniper Service Insights pollers.
- Monitor, troubleshoot, and detect failures in network protocols and circuits (D3, O3, IP, MPLS, OSPF, BGP, DWDM, SONET) using SolarWinds monitoring platform to target 100% uptime for data transport.
- Work closely with third party vendors to create trouble tickets, repair/change method of procedures (MOPs), and coordinate RMA/warranty tickets.
- Review and execute MOPs to ensure technical standards are adhered to, with no negative impact to the network.

**Network Assurance Technician II** (Sep 2020 – July 2022)

Consistently promoted in the rapidly changing environment of a corporate reorganization based on strong leadership and technical skills. Support technical operations and network infrastructure to ensure smooth and reliable operations. Prioritize work, completing multiple, concurrent assignments in a timely and professional manner.

**Key Accomplishments:**

- Work on-call rotating schedule to provide Tier 2 level IP-Data network break/fix support in a 24/7 environment.
- Perform analysis to isolate issues and develop strategies to support field technicians in the repair and restoration of equipment and network outages to reduce business impact, prevent future occurrences, and ensure business continuity.
- Install, maintain, test, and repair advanced network issues on all Layer 1, layer 2, and layer 3 network devices including but not limited to DSLAMS, aggregators, Ethernet switches, routers (Huawei, Fujitsu, Accedian, Cienna Optical transport, Juniper and Arista IP core).
- Monitor and respond to outages in backbone consisting of 44 Juniper nodes in 30 different markets across 4 states.
- Assist with deployment of SolarWinds Orion network monitoring system.
- Monitor, troubleshoot, and detect failures in network protocols and circuits (D3, O3, IP, MPLS, OSPF, BGP, DWDM, SONET) using SolarWinds monitoring platform to target 100% uptime for data transport.
- Work closely with third party vendors to create trouble tickets, repair/change method of procedures (MOPs), and coordinate RMA/warranty tickets.
- Review and execute MOPs to ensure technical standards are adhered to, with no negative impact to the network.
- Utilize Service Desk Plus, Salesforce, Manage Engine, Status Page trouble ticket systems to assure appropriate response times and satisfactory closure of open Tier 1 and Tier 2 tickets.
- Executed 44 change tickets with 0 failed RFCs within first year.

**Service Assurance Technician II (Jul 2020 – Sep 2020)**

Retained responsibilities of previous positions while supporting voice platform connectivity across corporate network. Maintained service operations functions for voice, data, and video platforms, including fault isolations, equipment installations, and project management. Installed, maintained, tested, and repaired digital switching and transmission equipment including GenBand C20 converged IP Soft-switch. Worked closely with fiber access equipment vendors, including Huawei and Calix, to resolve equipment issues, including GPON, rogue ONTs, and failed fiber optics and AON/PON cards.

**NOC Technician II (Jul 2018 – Jul 2020)**

Executed and coordinated on-call Tier 3 TAC escalations in a 24x7 environment. Monitored Juniper IP-Data network to ensure zero downtime and 100% business continuity. Assisted with provisioning Ethernet OAM flows, in compliance with established SLAs, to provide carriers with full network visibility and control in AssureNow monitoring system.

**NOC Technician I (Apr 2014 – Jul 2019)**

Supported technicians in equipment, application, systems, voice, video, and data maintenance and repair as Tier 3 escalation point. Prepare and follow documented SOPs for additions/modifications/changes, following all incident and change management procedures to successful resolution. Wrote and executed SOPs for new processes to ensure continuity across projects and adherence to SLAs.

**Key Accomplishments:**

- Conducted root cause analysis on all network incidents, avoiding repeat occurrences by partnering with cross-functional teams and 3<sup>rd</sup> party vendors (TeliaSonera, NTT, Cogent, Level 3, Spirit) to identify and resolve issues.
- Coordinated the configuration, installation, and testing of cellular backhaul infrastructure to ensure up-time of backhaul systems and nodes for customers (Verizon, Sprint, T-Mobile, AT&T).

- Investigated WAN circuit outages and worked with multiple commercial carriers (Tower Cloud, Spirit, Level 3, Verizon) to resolve issues.

**Spectrum** (formerly Time Warner Cable) – Hilton Head, SC

Jan 2009 – Apr 2014

### **Field Service Technician**

Installed, tested, maintained, and repaired, audio and visual electronic reception equipment for new and existing commercial and residential service customers, reducing repeat occurrences of issues and providing exceptional customer service.

## **EDUCATION**

**Diploma** 2004  
**Battery Creek High School** - Beaufort, SC

### **Certifications**

**Cisco Certified Network Associate** (Cisco Networking) 2023

**Broadband Transport Specialist** (BTS)/Society of Cable Telecommunications Engineers (SCTE) - ISBE 2022

**Juniper Networks Certified Associate – Automation and DevOps** (JNCIA-Devops/Juniper Networks) 2022

**Juniper Networks Certified Associate - Mist AI WI-FI** (JNCIA-MistAI/Juniper Networks) 2022

**Juniper Networks Certified Associate - Design** (JNCDA/Juniper Networks) 2022

**Juniper Networks Certified Associate - Junos** (JNCIA-Junos/Juniper Networks) 2022

**Essentials of Internet Protocol Networking** (SCTE) 2021

**Voice Over Internet Protocol (VOIP) Specialist** (SCTE-ISBE) 2021

**Mobility Essentials** (SCTE) 2021

**Networking Fundamentals - WBT** (Juniper Networks) 2014

**Broadband Distribution Specialist** (SCTE) 2014

**Broadband Premises Installer** (BPI/SCTE) 2012

**Certificate of Completion** – (Installer/Jones Technical Institute) 2008