

SUMMARY

Results-driven, highly technical executive leader with 15+ years' expertise leading, scaling and optimizing networks, services and platforms across the entire delivery lifecycle including architecture, engineering, development, and operations.

- ▶ **Platform Evolution** — champion multi-year evolution roadmaps & funding
- ▶ **Customer Experience** — measurable data-driven reliability improvements
- ▶ **Program Delivery** — successful delivery in matrix orgs using agile & waterfall
- ▶ **Solution Architecture** — efficient, scalable & secure designs to meet reqs
- ▶ **Eng/Dev/Ops Processes & Orgs** — scaling and optimizing the business
- ▶ **Platform Lifecycle & Ops** — 24x7x365 service provider networks and CI/CD

PROFESSIONAL EXPERIENCE

Cox Communications, Inc.

Jun 2012 – Present

Sr. Director, Engineering & Operations

- **Lead, cultivate and mentor a diverse cross-discipline team of expert engineers and developers** spanning access, core routing & switching, cloud & virtualization, policy, mobility, hardware selection, software development, next-gen fixed wireless, and operations.
- Launch a Cox Mobile **seamless offload experience across our 4M hotspots and roaming across 25M partner hotspots**, delivering a differentiated user experience while **reducing \$4M+/yr in MVNO direct costs**.
- Deliver and support **managed network services across 60K+ APs, switches, gateways, core routing and systems infrastructure** at Cox Business and MDU, **delivering tens of millions of annual recurring revenue**.
- Set a vision and deliver a **closed-loop programmable network** leveraging infrastructure as code principles, streaming telemetry, analytics and ML to **improve mean time to resolve issues and reduce direct costs**.
- **Drive capital efficiencies with a 50% capital reduction over 5 years through a consolidated platform architecture** across product lines.
- Deliver a **next-generation premise network** leveraging disaggregated software and commoditized hardware to **improve experience and cost efficiencies**.
- **Develop, integrate and maintain a scalable carrier-grade custom gateway & firewall full-stack BSD based application** to meet business requirements.
- Chart a course for the future with a **10 year technology and financial roadmap to deliver on the next generation of business objectives**.
- **Secure and protect complex internet-facing network environments by proactively securing infrastructure**, responding to security incidents, and **reducing potential customer and business impact**.
- **Champion Wi-Fi as the accountable Service Owner for end-to-end platforms and services delivery**, in a matrix organization by leading through influence.
- **Accountable for day-to-day Tier III Operations** and providing operational oversight over Wi-Fi and next generation fixed wireless access services.
- Continually assess emerging technologies, solutions and services for viability and disruption.

Prior roles at Cox: Director, Eng & Ops → Sr. Mgr, Eng → Mgr, Eng → Contract Eng (Aug 2010 – Jun 2012)

Main Street Broadband / Xicom Wireless

Feb 2009 – Aug 2010

Principal Engineer

- Productized residential and hospitality Wi-Fi/DOCSIS deployments offering data and voice services in the Dominican Republic within aggressive financial and time-to-market commitments.
- Led phased deployment and ongoing support of Wi-Fi and WiMax services in South Georgia, Northern Florida, and Alabama to support revenue goals.
- Developed custom web applications for NOC technicians with real-time network analytics to improve mean time to repair.
- Drove improved reliability through inception of fault and performance monitoring.

City of Houston, TX

Jun 2008 – Dec 2008

Wireless Solutions Engineer (Consultant)

- Optimized HoustonWiFi public hotspots and Wi-Fi parking pay stations throughout downtown Houston to improve experiences and efficiencies.
- Designed and deployed fixed wireless (WiMax) solution for affordable Internet, utility and public safety applications.
- Oversaw architecture and deployment of an automated water meter reading (AMR) pilot project to reduce city operating expenses.

EarthLink, Inc.

Jul 2006 – Sep 2008

Lead Network Optimization Engineer

- Oversaw operational readiness of six markets simultaneously, averaging one tower site and 3 sq. miles of coverage per week each, enabling rapid revenue growth.
- Optimized performance and coverage of newly deployed networks, tracking issues through to resolution.

City of Chaska, MN

Jun 2004 – Jul 2006

Network Analyst

- Designed, deployed and maintained one of the first city-wide Wi-Fi access networks in the nation, including county-wide fixed wireless networks and corresponding BSS/OSS components.

EDUCATION

M.S. Computer Science (Candidate)

Georgia Institute of Technology
Networks, Machine Learning, Analytics, Security

B.S. Computer Science — Summa Cum Laude

Auburn University

Certificate, AI Strategy

Cornell University

A.A.S. Network Admin · Certificate, Linux Admin

South Central Technical College

HONORS & PUBLICATIONS

Cox Synergy Award 2021 — Security Incident Response
SCTE Expo Speaker — *Defining the Premise and the Edge*
Cisco Live Speaker — Service Provider Wi-Fi Case Study

AFFILIATIONS

FCC Licensed Ham Radio — KO4JTD
WBA · Wi-Fi Alliance · SCTE · CableLabs · IEEE · IETF