

Contact

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Top Skills

Troubleshooting
Operating Systems
Network Security

Languages

German (Elementary)
English (Native or Bilingual)

Certifications

six sigma, green belt
E7 GPON Specialist

Paul T Clark

Director Network Services at Symphony Technology Solutions
Alpharetta

Summary

- Over 25 years I.T. experience
- Over 15 years management experience
- Strong knowledge in writing code in Web Based languages (C, perl, PHP, and Python)
- Develop Network Operations Center from scratch
- BS Computer Science with Math minor
- U.S. Army, honorable discharge
- Six Sigma Green Belt, Kepner & Tregoe - KT Resolve, Extensive knowledge of ITILv4
- Proven track record of mentoring employees
- In depth knowledge of operating systems, troubleshooting, and web based applications

Contact: paultclark@paultclark.com
Visit my website (paultclark.com) to see details.

Experience

Symphony Technology Solutions
3 years 2 months

Director Network Services
April 2020 - Present (10 months)
Marietta, Georgia, United States

Network Operations Manager
December 2017 - April 2020 (2 years 5 months)
Greater Atlanta Area

- Started an operations team utilizing ITIL (Event Management, Incident Management, Change Management, and Problem Management).

- Developed, implemented, and manage Monitoring as a service (MaaS) using Amazon Web Services (AWS) running CentOS.
- Created and maintained the day-to-day operation of computer networks including hardware/software support, training, and special projects.
- Contracted by AT&T for smaller projects such as Walt Disney World Resorts GPON incident management. Using SNMPv3, Datadog, PagerDuty, Google Graphs, and other next to nothing cost software implemented and manage a solution which does not require 24/7 eyes on glass.
- Installed, configured, and managed Quickbooks, Nagios, Office 365, Salesforce, and iPoint software.
- Installed, configured, and managed Fortinet firewalls, Commscope branch routers, Mist Systems Wi-Fi, Ruckus Wi-Fi, and Ubiquiti Wi-Fi networks.

Cox Communications

15 years 10 months

Technical Analyst III (IT / Data)

September 2016 - September 2017 (1 year 1 month)

Greater Atlanta Area

- Provided Service & Operations Management, Service Problem Handling and Service

Quality Management for Cox Products, Services and Applications at the enterprise level.

A subject matter expert and owner of operations service management, escalation,

incident command and service assurance.

- Wrote documentation for a variety of services, including, but not limited to, DHCP, DNS,

HTTP, POP, SMTP, Wi-Fi, and operating system commands.

- Decommissioned a Knowledge Management System (Mediawiki on Solaris 8) and

moved all of the content to a SharePoint site.

Senior Manager Technology

July 2014 - September 2016 (2 years 3 months)

Greater Atlanta Area

- Technical and developmental leader for a 24x7 Operations team (10) responsible for Cox High Speed Internet services. This included implementation and continuous improvement of Incident Management, Service Assurance, Change Management, Product Rollout, Training, and Reporting & Analysis.

- Decommissioned the Business Objects BI platform as the enterprise moved to a Tableau solution. Authored custom reports in Tableau to assist my team with Time to Resolve, Time to Escalate, Fix Ratio and other metrics / KPIs.
- Implemented systems and processes to improve efficiency and reduce costs and durations.
- Key technical resource in the outsourcing projects of e-mail, WiFi, and the NOC.

Manager Network Operations

September 2005 - June 2014 (8 years 10 months)

Greater Atlanta Area

- Technical and developmental leader for a 24x7 Operations team (10) responsible for Cox High Speed Internet services. This included implementation and continuous improvement of Incident Management, Service Assurance, Change Management, Product Rollout, Training, and Reporting & Analysis.
- Created, implemented, and managed an incident management process, which became the process used by the enterprise.
- Maintained the Business Objects BI platform (hardware, network, and OS).
- Completed a Six Sigma project about Time to Resolve Cox's High Speed Internet services.
- Coded a compliment to the ticketing system, which contained additional incident details. Written using PHP, MySQL, and Apache on a Solaris 10.
- Created, implemented, and managed a training program, which led to 20 employee promotions, including a director, 8 employee certifications, and a 40 hour per year training year end goal enterprise wide.

Supervisor Network Operations

November 2003 - September 2005 (1 year 11 months)

Greater Atlanta Area

- Responsible for the network integrity while providing "best in class" network intelligence, communication, and coordination, for all Cox products, services and applications.
- Managed the overall performance and reliability of the team (10) by establishing and implementing technical and operational performance standards as defined for NOC core functions (Incident Management, Service Assurance, Change Management, Product

Rollout, and Reporting & Analysis).

- Implemented and maintained a Knowledge Management System (Mediawiki on Solaris

8) to assist the NOC with all aspects of their responsibilities.

Network Operations Analyst

December 2001 - November 2003 (2 years)

Greater Atlanta Area

- Responsible for daily support and monitoring of all production systems and services in a

24x7 Data Operations Center. Tier 2 escalation level for customer support issues.

- Handles and documents all systemic services problems, including troubleshooting and resolution.

Online Information

Software Engineer

June 2003 - August 2003 (3 months)

Wrote a search utility in PHP that would query an Oracle database. Joined the development team towards the finish of the project to ensure deadlines were met.

Magus Corporation

Software Engineer

September 2001 - August 2003 (2 years)

Installed a development machine that mirrored the production machine. Wrote a custom version control system for documentation of hospital manuals. This system used JScript, Javascript, PHP, and MySQL. Taught Javascript classes to employees. Assisted teaching of Flash and Javascript at Georgia Tech.

Comstock Net Services

Software Engineer

July 1999 - August 2001 (2 years 2 months)

Wrote a leading edge set of tools for clients to update their web site dynamically, approximately 20000 lines of Perl code using vi within the first six months. These CGI tools are designed with security, ease of use for users of all levels of HTML knowledge, and exceeded client's expectations. Solved all Y2K issues from log file reports to automate email generation via scripts on the web sites. Redesigned policies and procedures as a manager of six computer

operators in order to increase work production output at its highest percentage since inception.

Healthcare Credentials Management Systems

Software Engineer

October 1999 - June 2000 (9 months)

Maintained C and ProC code including documentation, which accessed an Oracle 7.x database through CGI. Developed postscript files that were populated from this database via C. Effectively, this code is responsible for the communication of the data in the database and the interactivity of the web user. Redesigned the existing intranet, increased the content, and allowed use of existing technologies such as Javascript and Perl. Took some existing X motif programs and redesigned them in Perl, in order to decrease the number of unique applications the operations department must use.

Online Information

Software Engineer

March 1995 - September 1998 (3 years 7 months)

Perl coding throughout the software development life cycle. Maintained Perl shopping carts from scratch for use on e-commerce websites, developed tab delimited flat file databases, and secures online transactions. Communication with customers throughout the software development life cycle, ensured requirements and specifications were met. Setup and maintained a single Apache web server, which had approximately 30 virtual domains and approximately 200 web sites within those 30 virtual domains.

U.S. Army

Unit Supply Specialist, Unit Armorer, Unit Procurement Officer

October 1984 - October 1986 (2 years 1 month)

Pirmasens, West Germany

Supervises or performs duties involving request, receipt, storage, issue, accountability, preservation of individual, organizational, installation and expendable supplies.

Inspecting, cleaning, repairing and rebuilding weapons. Ensure weapons are in safe operating condition, manages, maintains and operates the firing range.

Responsible for making sure equipment, materials and systems are available and functioning for missions. Provide supply support for Soldiers and units in field services, aerial delivery and material and distribution management.

Education

Georgia State University

BS, Computer Science