

Paul T Clark

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Summary

A proven technical leader with military and over 20 years' IT experience. Prior experience includes people management, tool development, and process creation. Additional details at <http://www.paultclark.com/>.

Experience

[Symphony Technology Solutions](#), Marietta, Ga

2017 - present

- **Network Operations Manager**
 - 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.

[Cox Communications](#), Atlanta, Ga

2001 - 2017

- **Senior Manager Technology , Manager Technology, Supervisor, Technical Analyst III, Network Operations Analyst**
 - 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.
 - Performed as a key technical contributor in the E-Mail outsourcing, Wi-Fi customer service support, and Network Operations outsourcing projects.
 - 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.
 - Implemented a Knowledge Management System (Mediawiki on Solaris) to assist the NOC with all aspects of their responsibilities.
 - Monitor, troubleshoot, and resolve customer facing I.T. and Network applications for 5M customers.

Certifications

- **Six Sigma, Green Belt**
- **KT Resolve**

Education

- **Bachelor of Science, Computer Science, Mathematical minor**, Georgia State University, Atlanta, Ga

Military

- **U.S. Army**. Honorable Discharge, Army Achievement Medal, Good Conduct Medal