



## **Glen Cooper**

Reston, VA

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### **Summary**

My objective is to develop and administer custom network tools which enhance the overall efficiency of Network Operations and Network Engineering departments. My extensive knowledge of IP networks, combined with my proven ability to develop custom powerful web-based applications and command-line scripts, makes me an asset to any IT company. I strive to eliminate human-error mistakes by automating routine tasks that are commonplace in a NOC environment, thereby contributing to the overall productivity of the team. I specialize in building robust, commercial-grade, configuration management systems and automated provisioning systems that work flawlessly in multi-vendor environments.

### **Experience**

#### **Transaction Network Services, Reston, VA**

IP Network Systems Integration Engineer, October 2010 - Current

IP Implementations Automation Architect, September 2006 – October 2010

IP Implementations Engineer, September 2005 – September 2006.

IP Desk Supervisor, August 2004 – September 2005.

IP Desk Technician II, February 2004 – August 2004.

IP Desk Technician I, August 2003 – February 2004.

#### **Cogent Communications, Washington, D.C.**

Network Operations Technician, April 2002 – August 2003.

#### **PSINet, Inc., Tampa, FL**

Field Service Technician, October 1999 – April 2001.

#### **PSINet, Inc., Troy, NY**

Network Operations Team Leader, January 1999 – October 1999.

Network Operations Associate, April 1997 – January 1999.

### **Technical Qualifications and Related Skills**

Extensive knowledge of developing, administering, and supporting free open-source software with emphasis on LAMP (Linux, Apache, MySQL, PHP), AJAX, MongoDB, HTML, CSS, Bash Shell Scripting, Tcl/Expect, and Perl/CGI. I am most familiar and comfortable with developing web-based applications written in PHP, but can and will use whatever works best for any given scenario.

CCNA certified with over 15 years of experience working on Cisco powered networks. Expert level of knowledge in NAT. Strong understanding of most routing protocols used in a WAN environment with emphasis on BGP, EIGRP, and RIP. Thorough understanding of configuring, troubleshooting, and physically installing various internetworking components used on IP networks of all sizes.

Able to work efficiently with all versions of Linux, Windows, and Mac. My environment and text editor of choice is Ubuntu/VIM. Proficient in using popular business applications such as Remedy, Microsoft Office, Visio, Ciscoworks, HP OpenView, Netcool, RANCID, and MRTG.

### **Job Competencies**

Automation System Architect and Lead Developer: I have developed dozens of automation systems such as;

- Configuration Management Systems (CMS) that eliminate the need for expensive COTS solutions like CiscoWorks or AlterPoint.
- LVC (Logical Virtual Circuit) Builder: provisions customer orders on the network; analyzes all network data vs. Remedy data, builds a template of changes (NAT statements, routing, access-lists, etc) needed to implement the order, implements the configuration changes, verifies accuracy, updates Remedy tickets automatically.

Problem Solving: Ability to assess all aspects of an issue or situation and determine the solution or alternatives to a solution. Eager to take on the more challenging and complex problems and to develop software-based solutions designed to prevent the same problems from reoccurring.

Commitment to Quality: I take pride in applying careful attention to detail, especially when documenting and recording information that other employees will later rely upon (i.e.; clean source code recorded in Subversion, detailed written explanations of problem solutions including commands used and steps taken in trouble tickets and change controls worked).

Adaptable: Exhibit flexibility and willingness to adjust to a change in work schedule or job requirements. Overtime, shift work, and being an on-call escalation point is not a problem for me.

Interviewer: I have interviewed hundreds of candidates for various NOC, NMS, and Engineering positions. I typically ask the technical questions during an interview, and can quickly determine whether the interviewee possesses the level of expertise required to perform the job.

### **Certifications and Education**

SolarWinds Certified Professional (Jan 2015, SCP #: SCP4055)  
CCNA certified (expired).

### **BitCoin**

I am a die-hard BitCoin enthusiast. If you're not already familiar with BitCoin, you should be. It is a new open-source digital crypto-currency system that I believe is one of the most interesting technological developments since the internet itself. As of now it's still in its early stages. For a brief introduction of BitCoin, check out the video at [WeUseCoins.com](http://WeUseCoins.com). I'm a firm believer that this new technology will revolutionize worldwide financial monetary and payment systems as we know them.

**References available upon request**