

KENNETH “SCOTT” SANDEFUR

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SUMMARY

An experienced and detail-oriented information technology professional with an extensive background in data networks, networking protocols, troubleshooting, technical support, network scaling, network design, compatibility integration testing, and technical documentation. Demonstrates a proven ability to leverage broad expertise and proficiency on multi-router platforms and cutting-edge programs to deliver top-quality customer and client service. An effective leader who develops and motivates high-performance teams and uses excellent interpersonal and multi-tasking skills to enhance productivity and support organizational success by quickly and effectively identifying and resolving issues.

TECHNICAL SKILLS

Networking: Routing, Switching, BGP, MPLS, OSPF, IS-IS, VLANs, Cisco IOS, Cisco CatOS, Juniper JUNOS, Alcatel TiMOS, Adtran AOS, Ethernet, EtherChannel, T1 / T3 / OCx Circuitry, DSLAM / POTS, ATM, TCL Scripting, TL1 Language, LAN / WAN Cabling, Packet Trace, VoIP, OID / MIB, SQL Queries, Dial-Up, Optical Networking and Testing.

Hardware Platforms: Cisco, Juniper, Adtran, Nokia, RedBack, PSAX, Accedian, Overture, Calix, HP, Linksys, more.

Software Platforms: Windows, Linux, Unix, MetaSolv MSS, BMC Remedy, MS Visio, Clarify CRM, MS OneNote, SecureCRT, MS Access, RANCID, Netcool, SPLUNK, TACACS, Arbor, Reflections X, HP OpenView.

Concepts: IPv4, IPv6, OSI Model, Access Lists, Network Integration, Network Testing, Network Design, Network Security, TCP/IP Suite, Firewall Support, Optical Transport Circuits, OCx, M13 MUX, TDM, DACS, DSLAM, DSL, ATM, BITS Testing, RFC-2544 Testing, Penetration Testing, Cabling, Colocation standards.

EXPERIENCE

WINDSTREAM COMMUNICATIONS	Greenville, South Carolina
IP NOC Manager	2015-2023

- Supervised group responsible to maintain and repair national-scale ISP network utilizing multiple vendors' hardware.
- Provided Tier-3 and Tier-4 technical escalation support for customer and carrier connectivity, and advanced networking protocols.
- Supervised documentation and reporting of troubleshooting records and reports.
- Provided technical and procedural training and guidance to internal and external team members.
- Collaboration support across operation groups, engineering, and management teams.
- Supervised team member technical development, productivity, and time management.
- Performed management admin tasks including Recruiting, Hiring, Onboarding, Performance Reviews, and Time Management.
- Created post-outage reports and presentations for company leaders and customer technical representatives.
- Presented detailed outage reports and post-mortem findings to company leaders and technical representatives
- Acted as advisor for data network alarm automation and verification projects.
- Supervised integration and technology transfer of EarthLink's ISP technical support center into Windstream.
- Supervised integration and consolidation of NCC-data surveillance workgroup into IP NOC.

WINDSTREAM COMMUNICATIONS	Greenville, South Carolina
Network Engineer II	2014-2015

- Installed, configured, and maintained rapidly evolving multi-vendor ISP network.
- Maintained documentation for production core network including complex network diagrams.
- Performed initial install, integration, and regression support and training for multiple hardware platforms.
- Provided Tier-3 technical support for customer affecting issues including customer network and advanced protocol integration.
- Performed compatibility and integration testing for new network hardware and protocols.
- Executed in-depth product and design verification testing.
- Developed and maintained dozens of detailed network diagrams.
- Responsible for reporting on deployment project progression.
- Maintained troubleshooting records and reports.
- Administered multiple IP-address and equipment databases.

WINDSTREAM COMMUNICATIONS

Greenville, South Carolina

Network Analyst III (DNOC-IP) 2012-2015

- Installed, configured, and maintained rapidly evolving multi-vendor ISP network.
- Maintained documentation for production core network including complex network diagrams.
- Provided Tier-2 and Tier-3 technical support for IP network escalation issues.
- Re-designed and implemented customer circuit layouts for rapid outage resolution.
- Performed configuration and groom implementation and clean-up.

ADDITIONAL EXPERIENCE

WINDSTREAM COMMUNICATIONS, Greenville, South Carolina, **Network Analyst III (DNOC-Access)**, 2010-2012. Provided Tier-2 and Tier-3 technical support for Access network escalation issues. Provided direct-to-customer presentations and reporting for outage events.

WINDSTREAM COMMUNICATIONS, Greenville, South Carolina, **NOC IP Technician III**, 2009-2010. Provided Tier-2 and Tier-3 technical support and escalation for the Windstream-Nuvox IP and Access network integration project.

NUVOX COMMUNICATIONS, Greenville, South Carolina, **NOC Technician III**, 2005-2009. Installed, configured, and maintained rapidly growing and evolving multi-vendor ISP internetwork. Developed and maintained documentation for production ISP Core network. Provided product and design verification testing. Provided Tier-3 technical network support for customer issues, CPE integration, and advanced network protocols. Conducted compatibility testing for hardware and protocols. Developed dozens of detailed network diagrams. Provided reports on project progression. Maintained t-shooting records and reports. Administered IP-address databases.

NUVOX COMMUNICATIONS, Greenville, South Carolina, **NOC Technician II**, 2001-2005. Installed, configured, and maintained rapidly growing and evolving multi-vendor ISP internetwork. Acted as lead tech for integration of TriVergent's data operation center with Gabriel's Technical Assurance Group, and Lead Engineer for TriVergent's data operations center launch.

NUVOX COMMUNICATIONS, Greenville, South Carolina, **Network Engineer**, 2000-2001. Startup engineer for service launch of TriVergent's 1-MM ISP network and Enterprise TDM network conversion.

CISCO SYSTEMS, Research Triangle Park, North Carolina, **Engineering Lab Technician**, 1999. Developed and built network testing infrastructures. Recreated, troubleshot, and monitored customer switched LAN network structures. Configured and maintained multi-million-dollar internetworking product and design verification lab. Developed and performed destructive testing methods for product development and improvement. Maintained and repaired multi-platform lab computers. Served on testing center planning committee. Conducted full bottom-up reset and hardware re-organization of multiple recreation lab rooms.

CLEMSON UNIVERSITY RESIDENTIAL NETWORK SERVICES, Clemson, South Carolina, **Residential Network Technician II**, 1997-1999. Assessed computer capabilities and compatibilities. Made up-grade recommendations. Installed, configured, and troubleshot end-user network components. Installed, upgraded, and configured communications software packages and tools. Trained end-users in software usage and maintenance. Diagnosed and repaired network hardware and software problems and conflicts.

WESTERN CAROLINA REGIONAL SEWER AUTHORITY, Greenville, South Carolina, **Assistant to Engineering Supervisor**, 1994-1996. Maintained computer equipment and records. Inspected and cataloged engineering records, documents, and drawings. Conducted computer and application training. Created and administered FoxPro and MS Access databases. Processed and maintained data, graphs, and reports for groundwater and river monitoring systems.

EDUCATION

CLEMSON UNIVERSITY, Clemson, South Carolina
B.S., Computer Science

CERTIFICATIONS

Certified Network Professional (CCNP)
Juniper Networks Certified Associate (JNCIA)
Cisco Certified Network Associate (CCNA)
VINA WAN Systems Administration Engineer.