

Carlos Tapia

Carlos.x.Tapia@gmail.com

TECHNICAL PROFICIENCIES

Networking:

LAN, WAN, W-LAN, VPN, MPLS, ISIS, VXLAN, VNI, NVE, EVPN OSPF, BGP, STP, RSTP, VLAN, VTP, DTP, Junos Routing, Routing Policy, Firewall Filters, Class of Service, Junos OS, Security Policies, Firewall User Authentication, IPsec VPNs, HA Clustering, and Spine and Leaf Architecture

Programming:

Ansible, Ansible Tower, Itential, Cisco NSO, API, Python, JavaScript, Java, HTML5, Bootstrap, Angular, Oracle, MySQL, Mongo, Docker, and Kubernetes

EXPERIENCE

Sr Systems Engineer

March 2019 – Present

Southwest Airlines, Dallas, Texas

Lead the Southwest Airlines Network Engineering in combining network engineering, automation, and software development skills in order to deliver stable and strategic automation solutions. Skills include but are not limited to:

- Analyze complex tasks, identify logical subtasks, and develop workflows to achieve network automation tasks.
- Develop network configuration deployment using modern scripting languages just as Python, Java, Javascript, and Nodejs.
- Expert experience developing scripts/programs utilizing REST API using JSON or XML.
- Expert experience with network automation tools/platforms such as Ansible, Ansible Tower, Itential, NAPALM, and Cisco NSO.
- Expert experience working with DevOps/SDLC tools such as Git/Bitbucket, Jenkins, and Jira.
- Development, testing, and deployment of automation to network elements like Cisco Routers/Switches, Palo Alto Firewalls, WAN Optimization platforms, and SD WAN.

Principal Engineer

July 2018 – Dec 2018

Verizon, Southlake, Texas

Role includes all responsibilities of the Network Engineer IV, additional responsibilities include:

- Lead the network into automation using python scripting, HTML5, Java Script, Database Technologies, and network tools.
- Build methods for detecting network impairment and potential outages before they impact customers.
- Build and use network troubleshooting tools to isolate network issues across a large multi-site network.
- Design, develop, test, implement, and support the Data Services Operations Organization web application utilizing modern web technologies
- Redesign and develop new web applications that leverage API's
- Build and maintain robust database solutions based on web application needs

Network Engineer IV

May 2017 – Jun 2018

Verizon, Southlake, Texas

High visibility role that is responsible for correcting and preventing network outages, resolve short term break/fix outages, and develop projects to improve network resiliency.

- Troubleshoot network issues including app issues masquerading as network issues
- Lead complex projects across multiple work groups to improve network reliability.
- Partner with network design teams to update design based on flaws, bugs or improving network performance.
- Present outage data to groups and actions that will prevent future outages.
- Manage and govern relationships with technology vendors.
- Resolve service disruptions, preventative maintenance and improve Mean Time to Repair.
- Escalation point for junior engineers within the Data Services Operations Organization.
- Provide technical leadership and guidance to junior engineers

Network Engineer III

May 2013 – May 2017

Verizon Wireless, Southlake, Texas

Responsible for assisting in the basic installation, operation, and preventative maintenance of the regional and national core data network. Support the interdepartmental objectives including: troubleshooting, upgrading, and administering multiple vendor systems; maintaining system applications; ensuring quality customer service, providing support to a varied-user community; updating daily logs with site-specific information; and composing clear and concise reports for system documentation.

Senior Analyst – Business Operations
Verizon Communications, Irving, Texas

April 2011 – May 2013

National Operations Consumer Channel Support team member responsible in leading a variety of process and performance improvement initiatives from initial ideation through to launch execution and providing ongoing support in the Consumer sales channels.

- Represent channel in development, requirements, design, testing and training efforts
- Enable and support launches of new systems, products and processes
- SPOC and SME for channel systems, processes and procedures
- Develop and implement process improvement initiatives to drive results
- Produce monthly metric reporting and project status, support Account Management of Billing and Collection contracts, administer and track Work Request activity through the D&E.

EDUCATION & CREDENTIALS

Masters of Science, Computer Information Systems

January 2015 – September 2017

Concentration: Advanced Networks

Boston University, Boston, MA

Bachelor of Science, Information Technology

February 2011 – August 2013

Concentration: Information System Security

University of Phoenix, Dallas, Texas

Attained Credentials

CCNA, JNCIA, JNCIS – Security, JNCIS - Service Provider