

SHAWN KLEINART
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SKILLS & QUALIFICATIONS

Network: Operations, Sustaining, Design, Support, Planning Cisco, Juniper, Arista, Unix and many other platforms,
BGP specialist: policy, interconnection, traffic-engineering Network Professional 23 years
High-availability; ISP, IAP, ASP and CPaaS environments Network Engineering 15 years
Adept troubleshooter, effective communicator, technical and project lead experience, detail-oriented professional.

Keywords: BGP, Cisco, Juniper, ISP, WAN, OSPF, ISIS, ACL, QoS, DSCP, VLAN, 802.1Q (Dot1q), 802.1ad (QinQ), STP, RSTP, DNS, DHCP, Multicast, VPN, IPSec, GRE, IPv6, HSRP, VRRP, SNMP, VoIP, SIP, MPLS, GPON, DOCSIS, DWDM, Cloud, Unix

PROFESSIONAL EXPERIENCE

EI Services, LLC (Remote via Kihei, HI / Maui local) (06/2019 – present)
Engineer, Consultant (1099/Sole Proprietor, registered as: Maui Systems, LLC)
Network engineering and technical consulting services
AS54144 dates to 2011, then providing hosting services

IntelPeer Cloud Communications (Remote via Kihei, HI) (05/2014 – 05/2019)
Senior Network Engineer
AS32385 Returned to company; transitioning from wholesale/carrier SIP to enterprise voice (VoIP), then adding CPaaS, unified communications services. I was **one of two people** responsible for *all* things IP: network design, planning, administration, operations, sustaining, maintenance, support escalations, on-call. All network layers: backbone (WAN), 5 data centers (LAN), multiple offices (WAN, LAN, WiFi, VPN) and public cloud. Over 125 network nodes managed. BGP lead: policy (re)design, peering activations, traffic engineering. Grew interconnection to over 150 ASN's (eBGP peers: customers, vendors, providers and clouds). Began network infrastructure upgrade project; Cisco 7600 to ASR9k at layer 3 core (backbone), and lab tested Cumulus switches (and VXLAN) for data center and private cloud upgrade (that budget was later withdrawn). AWS and IBM public clouds brought online, interconnected to each other and our backbone. Product development work included testing SD-WAN, IPSec VPN and other customer network solutions.

Google, Inc. (Google Fiber) (Mountain View, CA) (01/2012 – 04/2014)
Network Engineer III
AS16591 First operations engineer hire for Google Fiber project ("alpha" status). Helped build, deploy and manage backbone, regional and local networks, lab testing, product development, ops technical lead, testing systems and tools, developing standards, processes and documentation. Played a large role in building operations and sustaining engineering teams (>100 interviews conducted). Worked on all layers, access to edge: Alcatel-Lucent 7300, SR-7750, Juniper MX, T and SRX series, in-house/custom CPE platforms. FTTH, Fiber TV /IPTV, backbone/WAN. Protocols used: IPv4, IPv6, BGP, ISIS, MPLS, IGMP, SSM, DHCP, DNS, GPON, SNMP and more. On-call.

IntelPeer (Denver, CO) (06/2010 – 01/2012)
IP Network Engineer
AS32385 Condensed description, please see above for additional detail as I returned to company again in 2014. Administration, design, all things IP network for private national backbone, 5 IXP/POP/data centers. Managed network resources: capacity, ports, IP address management. High capacity growth period, new voice platforms deployed, changed colocation vendors and helped plan, move all equipment (15-20 racks/cage per site, 5 sites) – traveled to assist in this work. Cisco 7600 predominant network environment. WAN and LAN: BGP, OSPF, ACL, QoS, VLAN, RSTP

Comcast (Greenwood Village, CO) (01/2009 – 06/2010)

Senior Network Engineer (Backbone, Operations)

AS7922 Re-org, backbone desk was formed. The Comcast backbone (CBONE, AS23253) was a private network carrying mostly voice (VoIP) and IP video (multicast) services (providing QoS), Cisco 7600. The IBONE (Internet Backbone, AS7922) carried over 2Tbps of transit then, Cisco CRS-1. These two networks shared a common physical layer/transport (DWDM) and were being migrated onto a common network platform then. AS7922 began with only a few eBGP peers and grew to over 100 during my tenure: I was BGP peering lead for all SIP (VoIP) and other high-profile data customers and peers. Scheduled and emergency maintenance: review, approve, implement. Troubleshoot, repair network. Author, maintain technical, operational processes and documentation. Provide technical training to junior staff. Work with customers and vendors on complex issues, escalations. Resolve network faults under stressful conditions to maintain SLA (> 99.999% uptime). On-call and some travel. IPv4, IPV6, BGP, OSPF, ISIS, MPLS. Cisco CRS, multi-chassis, IOS XR, Juniper

Comcast (Greenwood Village, CO) (06/2006 – 01/2009)

Network Engineer II, Operations

Operational administration, and the review, approval, creation and implementation of configuration changes (scheduled and emergency maintenance) within the Comcast CRAN's (Converged Regional Area Networks, about 25 nationally). Each converged (IP video, voice and data) RAN had connections to the Comcast backbones. Prior to the Comcast backbone, they had direct connections to a Tier 1 ISP (AT&T AS7018). Created and maintained technical processes, worked closely with other engineering teams to maintain a national configuration template and standards. Advanced troubleshooting and knowledge of all network layers and equipment. On-call. This role transitioned into the next role (see above).

Comcast (Greenwood Village, CO) (04/2004 – 05/2006)

Senior Network Analyst (began as Analyst I), Operations

IP network administration, monitoring and escalations. Responsible for the availability of the Comcast IP network: Internet, voice (VoIP) and video. Troubleshooting, coordinate with remote hands, providers and vendors. Scheduled maintenance work. Continued legal compliance work/contact. Predominately Cisco then, also Arris (CMTS), Foundry, F5, Motorola, Juniper

Comcast / AT&T Broadband (St. Paul, MN & Englewood, CO) (07/2000 – 03/2004)

Internet Security Specialist

Broadband network security and policy enforcement (network abuse). Corporate network security incident response (forensics using EnCase). LEA (law enforcement agency) contact, processing legal requests (subpoenas and court orders); FBI on data intercept orders. Duties: Investigate incidents, complaints and document work. Coordinate incident response between engineering, legal, support, law enforcement and others.

AT&T Broadband / MediaOne (Comcast) (Roseville, MN) (09/1999 – 07/2000)

NOC Analyst

MediaOne (Comcast) (St. Paul, MN) (11/1998 – 09/1999)

Customer Care, Technical Support

EDUCATION and CERTIFICATIONS

Cisco CCNA (640-802) [expired 06/2011]

Cisco BGP (642-661) [expired 12/2011]

CISSP # 68470 [expired 06/2010]

verification: 396284285672ISBJ

Cisco ID: CSC11095402

Experience on most Cisco platforms: CatOS , IOS, IOS XE, IOS XR. 7200, 7600, CRS-1, ASR (1000, 9000 series), ISR (2900, 3900, 4000 series) and many more. I run a c3845, c3750G and c4948E at home. Juniper MX series (mx240, mx480, mx960, mx2010) , T1600, T4000, SRX

Training:

- Intense School course: CISSP Boot Camp	Nov 2004	40 hours
- Cisco CRS-1 (Carrier Routing System) Essentials / IOS-XR	April 2006	40 hours
- NANOG43 (North American Network Operators Group)	June 2008	24 hours
- Configuring BGP on Cisco Routers v3.2	July 2008	40 hours
- Implementing Cisco Quality of Service (QoS) 2.2	Sept 2008	40 hours
- NANOG46	June 2009	24 hours