

JOHN S. COXEN

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Professional Summary

Over 40 years of experience in IT Operations including IT Management, Regional Network Management, Network Engineering and Systems Administration. Hands-on operation experience with EMC and Dell SANs, Cisco Networking, Linux and Windows System Administration.

Skills

- Linux Administration
- Windows Server Management
- SAN Management
- IT Management
- Network Operation
- Perl, Shell Scripting

Work Experience

06/2009 to Present

Server Analyst

Cutco Corp – Olean, NY

- Primary administrator for Linux servers, backup administrator for Linux application development servers
- Windows server administration – MS SQL Server, Exchange 2010 and 2016, Active Directory.
- SAN (EMC Unity, Dell EqualLogic) operation and maintenance.
- PCI-DSS compliance support including operation of internal patch management and central logging servers.
- Oversaw and implemented a SAN re-organization project that recovered over 25% of capacity with zero user downtime.
- Spearheaded an ad hoc team to respond to and recover from a Ransomware attack which ended with less than 48 hours downtime and zero data loss.
- Managed a project to evaluate, purchase and fork-lift upgrade 2 SANs simultaneously (Dell EqualLogic to EMC Unity) with zero end-user downtime.
- Repeated the SAN replacement 5 years later while working remotely – still with zero end-user downtime.

04/2008 – 04/2009

Billing Specialist / Process Automation Development

Synergy Services - Littleton, CO

Contracted to Level 3 Communications

- Processed disconnect orders for customers on the former TelCove network.
- Developed, tested and documented process changes to streamline Billing Disconnect order entry.
- Developed a process that reduced Order Entry time from a minimum of 20 minutes down to less than 2 minutes.

07/2001 – 03/2008

Planning and Capacity Engineer

Level 3 Communications (formerly TelCove, formerly Adelphia Business Solutions) - Coudersport, PA

- Monitored the capacity and utilization of all customer and internal data circuits and routers (approx. 10,000 circuits).
- Designed, implemented and oversaw the Capacity Verification Request (CVR) process.
- Oversaw the engineering process for internet connections for the Southeast and West Regions.

Prior Experience

I.T. Manager, Regional Network Manager, Eastern Region

Teletch – Moundsville, WV

Current Projects

- Learning Spanish
- Woodworking