

ANDREW YAGI

NYC | (917) 555-5555 | AndyYagi@Notmail.com | [LinkedIn.com/fake/AYagi](https://www.linkedin.com/fake/AYagi)

FUTURE-FOCUSED NETWORK ENGINEER / SYSTEM ARCHITECT

Artificial Intelligence (AI) | Business Intelligence (BI) | Data Visualization | Machine Learning (ML) | Process Automation | Data Analytics

Forward-thinking with consistent track record of improving business efficiencies, executive decision-making, and customer satisfaction by developing cutting-edge reporting systems that pinpoint and resolve hidden problems. Committed to delivering solutions that push the boundaries of possibility and position organizations for sustained success. Adept at translating business needs into scalable and resilient architectures. Respected for driving digital transformations while championing diversity and inclusion.

TOP STRENGTHS

Network Automation
Cloud Computing
Distributed Systems
Data Center Optimization
System Reliability
Scheduling Algorithms
AI/ML Networking

CAREER HIGHLIGHTS

- **Won several Top Innovator Awards by creating enhanced KPI reporting solutions.**
- **Reduced application outages by 72% while stopping Priority 1 (P1) incidents.**
- **Shrank critical incident detection and response timeframes by 30%+.**
- **Maintained 97%+ client satisfaction rate and radically improved call center functions.**
- **Saved \$150,000+ in lost productivity by developing 10 impactful workforce reports.**
- **Architected and automated complex infrastructure for 6 facilities and 400+ field sites.**
- **Cut 1+ hour of daily labor by creating 2 applications that eliminated manual reporting.**

PROFESSIONAL EXPERIENCE

Data Visualization Engineer, 02/2021 to Present

ABC MUTUAL, New York, NY

Challenge the status quo to maximize the success, value, efficacy, usability, and overall satisfaction of products and services.

Leverage engineering best practices to upgrade product/service features and internal reports while working within the Center of Excellence (COE) for Data Visualization and Design. Optimize analytics engineering and product support. Partner with leaders across business units to accelerate results for top-priority initiatives. Deliver expert consultation, solution architecture, Power BI reports, and high-impact dashboards. Quickly resolve escalated issues, debug reporting solutions, and analyze data.

- **Empowered managers to better analyze quality/staff performance** by developing snapshot reports, ending need for manual key performance indicator (KPI) updates for teams managing million-dollar accounts. Won 4 Top Innovator Awards.
- **Boosted operational efficiency and optimized staffing levels during COVID-19.** Produced accurate workload forecasts with ML techniques, linear forecasting methodologies, and autoregressive integrated moving average (ARIMA) forecasting model.
- **Championed departmental diversity and inclusion (D&I) initiatives, built trusted partnerships, and galvanized teams** around singular missions. Exercised motivational theory and team-building to embrace change and disruptive thinking.

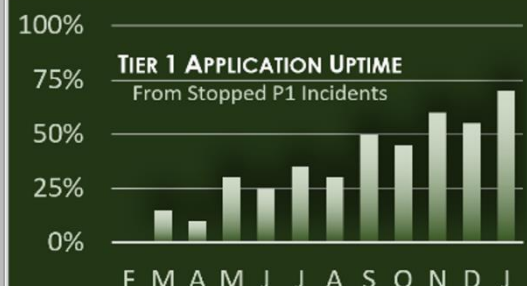
SD-WAN Network Engineer, 06/2017 to 02/2021

EFG BANK, New York, NY

Transformed team with business intelligence solutions while developing a highly available infrastructure.

Architected, secured, and automated infrastructure for SD-WAN and the home office, optimizing wired/wireless access for over 700+ Palo Alto Prisma SD-WAN devices, 3,500+ Aruba access points, 1,500+ Aruba switches, 400+ OpenGear OOB management devices, and 600+ Juniper switches spanning 5 campuses and 400+ field sites. Maximized network quality/performance through agile and lean methodologies. Mentored 4 interns on network fundamentals and project management skills.

- **Significantly improved system uptime and proactive technical issue resolution** by deploying a new monitoring platform with real-time analytics. Designed Power BI dashboards with advanced reporting of network performance.
- **Oversaw 6-figure SolarWinds deployment and implementation** with Python APIs for auto-ticketing. Ran enterprise network SolarWinds monitoring platform with NPM, NCM, NTA, and UDT licenses, offering enhanced auto-ticketing and alerting.
- **Reduced Tier 1 application outage hours 72%** by decreasing P1 incidents and implementing hardware/software upgrades. Ensured timely upgrade deployment to meet tight deadlines.
- **Changed team direction to permanently solve major network issues.** Made infrastructure quality top priority while standardizing documents and incident response procedures.
- **Established critical data model and aligned network environments.** Partnered with Cherwell ITSM team to create an advanced hierarchical network reporting architecture.



Technology Nerve Center Analyst, 07/2015 to 05/2017

XYZ MUTUAL, New York, NY

Reconciled disjointed remote team into a cohesive group while coordinating the Nerve Center's reorganization.

Optimized omnichannel experience, quality consistency, process/workflow automation, business intelligence, and real-time analytics for 100+ analysts supporting 25,000+ endpoints and 1,500+ applications. Prevented future technical issues by spotlighting harmful outliers while working in the incident and workforce management group that resolves escalations and critical issues beyond the help desk. Drove daily reporting sessions with technology leadership team.

- **Accelerated P1 critical incident detection and response times by 30%+** through rapid intelligence analysis, real-time scheduling, and ML event correlation.
- **Kept customer satisfaction (CSAT) at 97%+ while boosting phone service levels 20%.** Decreased mean time to resolution (MTTR) by 40%+ and maintained first call resolution (FCR) rate at 80%+.
- **Eliminated 1+ hour/day in manual reporting** by architecting 2 Power BI apps. Created numerous real-time reporting platforms; employed automation tools and machine learning.
- **Increased customer and employee satisfaction** after introducing BI applications that influenced HR staffing decisions, workgroup adjustments, resource reallocation, and agent coaching.
- **Took 6 minutes off average incident response times** by developing dashboards with real-time analysis/alerts. Streamlined incident management process through automation.
- **Ensured full adherence to service-level agreements (SLAs)** while training 6 colleagues on using Aspect Workforce Management (WFM) software and performing SLA root-cause analysis.
- **Saved \$150,000+ in lost productivity** by developing 10 workforce reports that uncovered significant staffing violations.



Command Center Real-Time Analyst, 10/2013 to 07/2015

FINANCIAL INSTITUTION, New York, NY

Assimilated into critical business function and optimized automation/capacity during 400% call center growth.

Delivered intraday strategy and consultation for 10+ contact centers encompassing 400+ agents managing 2M+ calls annually. Provided real-time analysis of forecasts, staffing patterns, and other critical metrics for the centralized workforce management and analytics division serving all corporate call centers. Identified and adopted best practices, methodologies, and strategies for contact center operations management. Minimized shrinkage and maximized service levels. Investigated and reported system incidents to enterprise stakeholders.

- **Boosted service levels to 15%+ above target, brought adherence 5%+ above mark,** and shrank transaction cycles by 2+ days through real-time performance monitoring/analysis and new resource reallocation strategies.
- **Reduced average speed of answer by 40+ seconds and average handle times by 55+ seconds** by employing centralized load-balancing techniques and escalating issues to senior agents. Achieved <4% abandon rate with pre-queue messaging.
- **Eliminated 3.5+ hours/day of manual labor** by developing Visual Basic scripts that automated data extraction.

EDUCATION & CREDENTIALS

Bachelor of Science (BSc), Network Operations and Security, New York University

06/2013

CERTIFICATIONS: Cisco CCNA | Cisco CCENT | CompTIA Security+ | CompTIA Network+ | CompTIA A+ | CompTIA Cloud Essentials+

TECHNICAL SKILLS (ALPHABETICALLY)

802.11AC/AX, 802.1Q, 802.1X, Active Directory, ARP, Aruba Layer 3 Routers, Aruba Wireless APs/WLAN Controllers, AWS, Azure, BGP, C++, CDP, Cherwell, CI/CD, CIDR, Cisco Routers/Switches, Confluence, DAX, DHCP, DNS, EIGRP, EtherChannel, Ethernet, Facebook, Fiber, Firewalls, GitHub, Group Policy, HSRP, HTTP, SNMP, IMAP, Infoblox DDI, Instagram, IPAM, IPS, IPsec, IPv4/IPv6, JIRA, Juniper, LANs, LinkedIn, Linux, LLDP DMVPN, Microsoft Power Platform, MPLS, NAT/PAT, O365 Admin, Office 365, OpenGear OOB, OSPF, Palo Alto Prisma SD-WAN, POP, Port Security, Power Apps, Power Automate, Power BI, Power Fx, PowerShell, Proxies, Python, Cisco iOS, QoS, R, Radius, Rapid PVST+, RBAC/ABAC, SFP+, SharePoint Online, SIP, SMTP, SNMP, SolarWinds NPM/NCM/NTA/UDT, Splunk, SQL, SSH, SSL/TLS, STP+, Subnets, Syslog, TACACS+, TCP, TCP/IP, TRAPS, Twitter, UDP, UNIX/LINUX, VBA, VBScript, VLANs, VLSM, VMware, VoIP, VPN, VTP/DTP, WiFi, Wireshark, Zscaler

Résumé Strategy

I opened this network engineer's résumé with a list of career highlights next to a column of the client's top strengths. Then I started off each experience section with a compelling summary line.

I developed graphs and charts to show improvements in outage incidents, resolution times, service levels, and incident response.

Because his tech skills were so great in number and often crossed into multiple categories, I simply listed them in alphabetical order.

This résumé was designed to be completely ATS friendly. All headers, sub-headers, graphs, call-out boxes, and pictures are simply PNG images or shapes that are set in front of or behind the text. Each of these elements and graphics disappear in ATS systems.