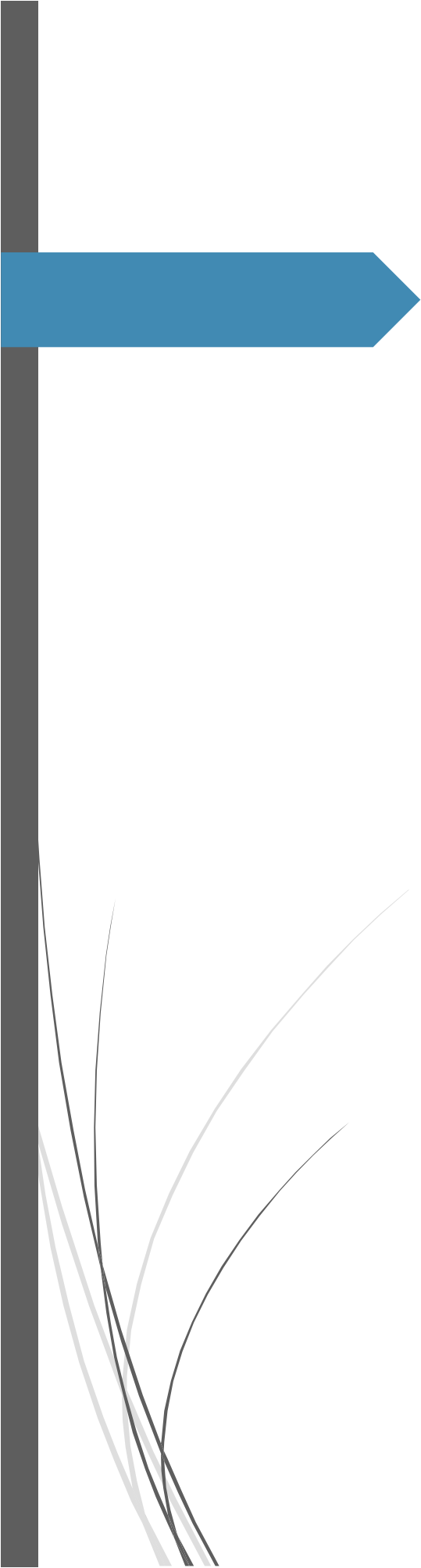




Ryan Huff

Resume and Life Experiences

RYAN HUFF

OBJECTIVE

Accomplished Network Engineering Manager with 15+ years of experience designing, implementing, and leading high-availability networks in critical infrastructure environments. Currently manage a team supporting ~2,000 devices across 220 sites, delivering 24x7 reliability for national pipeline operations. Proven track record of modernizing legacy systems, leading cross-functional teams, and translating technical solutions into business outcomes. Combine hands-on engineering ability with servant-leadership to drive performance, innovation, and operational excellence.

PROFESSIONAL ACHIEVEMENTS

Certifications

Cisco CCNA & NP voice, wireless, R/S (all retired)

Certified Scrum Master (CSM – Scrumalliance.org)

INDUSTRY SKILLS

- Leadership & Management: Servant-leadership, team restructuring, Scrum Master (CSM)
- Software & AI Development & Automation: PHP/Python/JavaScript/MySQL/Postgres (exceptional fluency), VB.NET/Node.js, custom tools, Replit/Claude for enterprise outcomes
- Operating Systems: Windows, Linux and Apple iOS/macOS
- Cloud & Security: Azure/GCP networking (ExpressRoute, OTT VPNs), Palo Alto (PA-series, Prisma Access), Cisco Firepower, SD-WAN (Viptela/Versa)
- Collaboration & Traditional Networking: Cisco CUCM/Unity/UCCX/Expressway/CUBE, analog/digital telephony, multi-vendor routing/switching

WORK HISTORY

Network Engineering Manager, Colonial Pipeline – Alpharetta, Georgia

Mar 2024 – Present

- Promoted to lead the Network Engineering team during organizational transition; conducted SWOT analysis and restructured two 4–5 person teams (FTE/contractors) for strategic alignment
- Direct 24x7 operations of ~2,000 critical devices (routers, switches, firewalls, load balancers, identity services, industrial IoT) across ~220 IT/OT sites
- Design technology roadmaps and architectures ensuring safe, reliable national pipeline operations
- Discovered and resolved years long network problem with company's new

SCADA/telemetry initiative (MQTT) by diagnosing and adjusting network window size (MTU/MSS)

- Assisted SCADA and business teams in identifying application issues with Chariot Broker and IgnitionEdge in their new SCADA stack
- Assisted SCADA and business teams in troubleshooting and resolving application issues with legacy SCADA zombie stack (Aviva 7.5/out-of-support versions of Nutanix and ESXi)
- Developed custom tools and processes enhancing network monitoring, reliability, and uptime
- Enhanced network uptime by 40% MoM through consistent configurations and disciplined execution
- Champion servant-leadership: own your own outcomes, set transparent expectations, hold team accountable, lead by example, and perform hands-on engineering as needed
- Experienced in coaching under-performers and making resource decisions

Telecom and Data Transport Supervisor, Colonial Pipeline – Alpharetta, Georgia

Sept 2023 – Mar 2024

- Expanded scope to oversee 1000+ voice/data circuits and 40+ AV/conference rooms (Crestron, Cisco Webex, DTEN, Logi)
- Assumed first people-leadership responsibility; mentored two direct reports (junior UC engineer and AV engineer)
- Built on prior telecommunications modernization efforts to further stabilize and optimize enterprise systems
- Saved \$200,000 YoY in voice circuit costs by migrating legacy PRIs to centralized SIP trunks

Senior Telecommunications Engineer, Colonial Pipeline – Alpharetta, Georgia

July 2022 – Sept 2023

- Owned enterprise telecommunications footprint: 3-node CUCM cluster, 2-node Unity Connection, IPTrade traders, 4 CUBE routers, and legacy PRI gateways
- Modernized infrastructure by consolidating legacy PRIs to centralized SIP trunks via CUBE, improving resiliency and reducing costs
- Stabilized mis-configured equipment and redesigned IPTrade voice trader environment for enhanced reliability
- Prepared for cloud migration: replaced 7xxx-series phones with 8/9xxx models, upgraded UC servers, and configured Webex Calling tenant

Senior Solutions Engineer, Multiple Value Add Resellers - Atlanta, Georgia

- September 2021 – July 2022 (Anexinet)
- December 2019 – September 2021 (Light Networks, acquired by Anexinet)
- June 2018 – December 2019 (Byteworks)
- November 2016 – June 2018 (ConvergeOne)
- October 2015 – November 2016 (SPS, Acquired by ConvergeOne)
- December 2014 – October 2015 (Adcap, Acquired by SPS)

Senior network engineer responsible for delivering end to end solutions for Unified Collaboration and Enterprise Networking across a diverse and vendor agnostic product set. Focused on high customer satisfaction and precision delivery services. Technologies used:

- Architected, Sold, and Deployed Cisco Unified Communications Stack (CUCM, CUC, UCCX, Expressway)
- Singlewire Informacast (w/ Advanced Notification)
- Synapps SA-Announce
- Xmedius Faxing over IP
- Architected, designed, and deployed numerous SD-WAN and SASE solutions (Viptela, Versa, Palo-Alto SD-WAN and Prisma Access)
- Delivered multiple hybrid/cloud/on-prem CMR models

Multiple Roles, Netgain Information Systems – Sidney, Ohio

Role Trajectory:

- Helpdesk Technician I
- Helpdesk Technician II
- Voice Practice Focus – Technician
- Voice Practice Lead
- Senior Engineer

Jan 2011 – Dec 2014

- Operated 4,000+ hosted endpoints in SLA-driven MSP environment with 100% uptime guarantee
- Led TDM-to-SIP upstream migration for multiple clients across verticals
- Developed proprietary monitoring tools and custom software for voice/network endpoints
- Operated Cisco's Session Border Controller (running on the ASR 1000)
- Operated SIP/ITSP peering (using CUCM, CUBE, SBC)
- Operated T1/E1 (using the 2811 and 2921 chassis)
- Operated CME/CUE 6.X +
- Operated CUCM versions 7.3.X – 9.1.2 (mix of virtual and MCS)
- Troubleshoot all areas of Cisco Communications Manager, CUPS/IM&P, and UCCX (endpoint config to database replication) Support layer 2 and layer 3 networking (EIGRP and OSPF), QOS and LAN & WAN environments
- Operated inside plant cabling (copper mostly and occasionally have run fiber)
- Developed and deployed custom software applications for monitoring of voice/network endpoints and appliances

Independent Consultant, RTH Consultants, Northwest Territories, Ohio

Jan 2005 – 2011

Worked as an independent consultant of customized IT solutions (custom software development, network assessments, integrations, equipment configuration assistance and deployments).

- Received exposure to lots of unique networking environments
- Built several types of automation software and scripts for customers
- Worked with Avaya, Allied Telesis and Cisco networking equipment

IT Generalist / Programmer, Kirk Nationallease, Sidney, Ohio

Jan 2002 – 2005

Serve as an IT generalist / programmer for a regional equipment leasing firm.

- Developed internal software applications to manager business unit operations.
- Supported internal customers from multiple locations and BU's with PC / Mac / Phone issues.
- Supported standard campus LAN/WAN with Cisco and HP networking equipment.

EDUCATION

Cisco, Self-Study, 2009 – Ongoing

After discovery of my interests as well as talents with networking and unified communications (particularly with Cisco's brand); I began the rigorous journey of commitment and self-discipline required to become proficient and efficient with networking (particularly Cisco's brand).

United States Army, 11-1997

Served 8 years in the US Army National Guard and was Honorably discharged in 2003. Fulfilled 2-year IRR obligation with US Army Military Police; Honorably discharged 2005.

Sidney Christian Academy, High School, Graduated 1997

Graduated high school in 1997 studying standard high school curriculum

EXTRA CURRICULAR

Outside of Work

- Authored the book, "Not Another Sales Book: The Engineer's Handbook for Life, Health and Career" (available online wherever books are sold)
- 2016 *Cisco Collab VT Partner Excellence* award winner
- Former Treasurer, Rose Creek Homeowner's Association