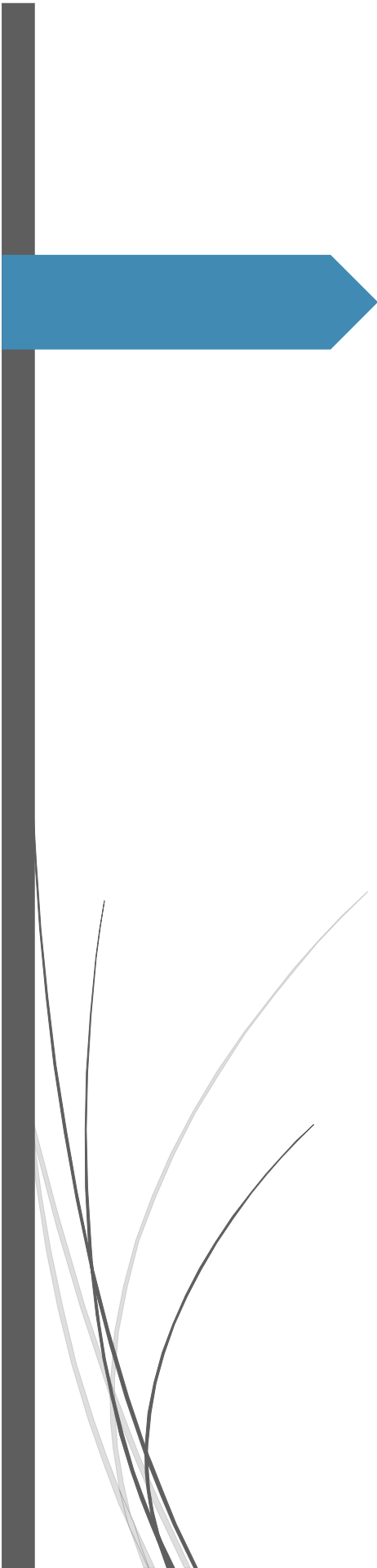




Ryan Huff

Resume and Life Experiences

RYAN HUFF

SUMMARY

Accomplished Network Engineering Manager with 20+ 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

- 2016 Cisco Collaboration VT Partner Excellence Award winner
- Saved \$200,000 per year by migrating legacy PRIs to centralized SIP trunks
- Resolved a years-long SCADA/telemetry (MQTT) network issue by tuning packet/segment size (MTU/MSS)
- Author of "Not Another Sales Book: The Engineer's Handbook for Life, Health and Career"

Certifications

Cisco CCNA and CCNP Voice, Wireless, R/S (all retired)

Certified ScrumMaster (CSM, Scrum Alliance)

INDUSTRY SKILLS

- Leadership & Management: Servant-leadership, team restructuring, Scrum Master (CSM)
- Hands-on management and team development
- Software & AI Development & Automation: PHP/Python/JavaScript/MySQL/PostgreSQL (exceptional fluency), VB.NET/Node.js, custom tools, Replit/Claude/Copilot for enterprise outcomes
- AI / MCP champion in the workplace: introducing automation and agentic workflows to teams and process where it makes sense and drives value
- Operating Systems: Windows, Linux and macOS/iOS
- Cloud & Security: AWS/Azure/GCP networking (ExpressRoute, OTT VPNs), Palo Alto (PA-series, Prisma Access SD-WAN), Cisco Firepower, SD-WAN (Viptela/Versa)
- Collaboration & Traditional Enterprise Networking: Cisco CUCM/Unity/UCCX/Expressway/CUBE, analog/digital telephony, multi-vendor routing/switching
- IT/OT security and separation controls in regulated environments

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- Network security and optimization in zero-trust regulated IT/OT environments
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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
- Player-coach manager who regularly contributes hands-on engineering alongside the team
- 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 a years-long network problem with the company's SCADA/telemetry initiative (MQTT) by diagnosing and tuning packet/segment size (MTU/MSS)
- Assisted SCADA and business teams in identifying application issues with Chariot MQTT broker and Ignition Edge in their new SCADA stack
- Assisted SCADA and business teams in troubleshooting and resolving application issues with legacy SCADA zombie stack (AVEVA 7.5/out-of-support versions of Nutanix and ESXi)
- Developed custom tools and processes enhancing network monitoring, reliability, and uptime
- Oversee the delivery and operation of Palo Alto Prisma Access SD-WAN
- Optimized network performance with legacy systems and protocols and increased overall uptime in heavily regulated environments
- Worked with cross-functional teams to develop IT/OT network security processes
- Reduced network outages by 40% 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 tough resource decisions

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

Sep 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

Jul 2022 – Sep 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

- Sep 2021 – Jul 2022 (Anexinet)
- Dec 2019 – Sep 2021 (Light Networks, acquired by Anexinet)
- Jun 2018 – Dec 2019 (Byteworks)
- Nov 2016 – Jun 2018 (ConvergeOne)
- Oct 2015 – Nov 2016 (SPS, acquired by ConvergeOne)
- Dec 2014 – Oct 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 (with Advanced Notification)
- Synapps SA-Announce
- XMedius Fax 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 (Collaboration Meeting Room) models
- Supported enterprise routing and switching customers

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

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- 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
 - Ran Cisco ASR 1000 SBCs, CUBE/SIP-ITSP peering, T1/E1 gateways (2811/2921), CME/CUE 6.x+, and CUCM 7.3–9.1.2 (virtual and MCS)
 - Troubleshoot all areas of Cisco Communications Manager, CUPS/IM&P, and UCCX (endpoint configuration to database replication)
 - Supported Layer 2 and Layer 3 networking (EIGRP, OSPF), QoS, and LAN/WAN environments
 - Installed inside plant cabling (mostly copper, occasionally fiber)

Independent Consultant, RTH Consultants, Sidney, Ohio

Jan 2005 – Jan 2011

Independent consultant delivering customized IT solutions (custom software development, network assessments, integrations, equipment configuration assistance and deployments)

- Supported dozens of diverse client network environments
- Built several types of automation software and scripts for customers
- Worked with Avaya, Allied Telesis and Cisco networking equipment

IT Generalist / Programmer, Kirk Nationalease, Sidney, Ohio

Jan 2002 – Jan 2005

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

- Developed internal software applications to manage business unit operations
- Supported internal customers across multiple locations and BUs with PC/Mac/phone issues
- Supported standard campus LAN/WAN with Cisco and HP networking equipment

EDUCATION

Cisco Self-Study, 2009 – Present

Ongoing self-directed study in networking and unified communications

Sidney Christian Academy, High School Diploma, 1997

MILITARY SERVICE

United States Army National Guard and Army Reserve, 1997 – 2005

Served an 8-year commitment under a 6x2 contract: six years in the US Army National Guard (1997–2003), followed by two years attached to a US Army Reserve Military Police unit (2003–2005). Honorably discharged.

EXTRA CURRICULAR

Outside of Work

- Volunteer at a self-sustaining orphanage community in Honduras one week a year
- Authored the book, “Not Another Sales Book: The Engineer’s Handbook for Life, Health and Career” (available online wherever books are sold)
- Former Treasurer, Rose Creek Homeowners Association