

Tirth Patel

Network Engineer Operations I

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Summary

Network Ops. Engineer with a proven track record at Charter Spectrum, where I enhanced notification times by **17%** and improved dispatch times by **20%**. Experienced in data management and IT support, with previous roles at Big Lots and the Ohio Dept. of Higher Education showcasing strong skills in optimizing processes and ensuring high customer satisfaction.

Experience

Charter Spectrum

Jul 2023 - Jul 2025

Network Engineer Operations I

Austin, TX

Improved mean time to notify for the NOC by **17%** through the optimization of network monitoring using tools such as **Grok** and **NetBrain**, which led to the expedited resolution of approximately **78 tickets** within a month

Logged into network devices (**Cisco, Juniper or Ciena**), including **routers, switches, and CMTSs**, to verify alarms detected by Grok. Coordinated with internal vendors to expedite mean time to dispatch by **20%** over the month, resulting in more efficient ticket resolution.

Facilitated critical event and outage resolutions by opening and managing WebEx **bridges**, which accelerated ticket resolution.

Investigated the need for **failover on network cards** in CMTSs to address service outages and restore connectivity for affected nodes, ensuring prompt resolution of customer disruptions.

Monitored Charter **WANs** for **redundancy** loss, **capacity** issues, and **span loss** across multiple regional metropolitan networks to ensure continuous and reliable network performance.

Biglots

Jan 2022 - May 2023

Master Data Analyst

Columbus, OH

Generate **ZOLL** and **ZRTL** reports working alongside multiple teams using **SQL** to pull data from **SAP** and presenting the data in a clear Excel spreadsheet.

Assists in data management, governance, and **data quality** of master data requirements with other functional data master data integrity across the operation of financial systems is consistent and meets business requirements

Ensure **quality** of master data in key systems such by offering improvements, as well as implement solutions and documentation of processes with other functional data owners to support ongoing maintenance and data integrity

Manage **WMS** (Warehouse Management System) and **PLM** on **SAP** to insure data flows properly and answer requests in a timely fashion.

Upstart

Mar 2021 - Oct 2021

Credit Analyst

Columbus, OH

Analyzed customer data such as financial statements to determine level of risk involved for extending credit.

Identified **25-50** potential customers weekly and conducted financial reviews of credit lines by analyzing income statements, cash flow, and individual financials to assess risk and initiate credit application reviews.

Consulted with customers to resolve complaints and verify financial and credit transactions increasing my personal customer base by **15% over 3 months**.

Ohio Department of Higher Education

Oct 2018 - Mar 2021

IT Desktop Analyst

Columbus, OH

Maintained **90% logging rate** and **80% first call resolution** rate to achieve first-class customer satisfaction rate and provide timely support for hardware, software and network-related issues, solving ~50 weekly tickets.

Installed, maintained and repaired software and hardware issues across multiple departments totaling to **56+ clients daily**.

Used **Excel/Tableau** to prepare and create statistical and incident reports for department manager.

Education

Western Governors University

Present

infrastructure technology

BS

Skills

Networking Protocols

TCP/IP, VLANs, etc...

● ● ● ● ●

CLI

● ● ● ● ●

Linux

● ● ● ● ●

NetBrain

● ● ● ● ●

Bash

Scripting

● ● ● ● ●

Interests

Homelab

Selfhosting

Certifications

Network +
COMPIA

March, 2025

CCNA
Cisco

Oct, 2025

Understanding Cable Technology
SCTE

March, 2025