Michael Glenn

Results-driven technology professional with over 5 years of experience, blending deep expertise in network engineering with a strong command of servers, production environments, and automation. Skilled in software design and meticulous documentation, I excel at transforming complex challenges into streamlined, high-impact solutions. Eager to leverage a versatile technical foundation to drive innovation and success across diverse projects.

Education

B.S. Information Science, 2021 - Present

Cornell University - Ithaca, NY

Dean's List

- Networks, Crowds, and Markets
- GPA: 3.53
- Exp. Graduation: December 2025
- Co-founder, Veteran's Social Club

Cyber Center of Excellence, 2017 - 2018

U.S. Army Signal School – Fort Gordon, GA Distinguished Honor Graduate

- Network Administration & Security
- Server Administration
- Telecommunications
- Software Design

Experience

Infrastructure Engineer Intern, Summer 2024

USAA – San Antonio, TX

- Brand Engineering Foundational Infrastructure Team
- Designed a daily script to compile and analyze marketing campaign data, pioneering long-term workflow data capture, optimizing workflows, and reducing campaign run times from over 5 hours to under 1 hour.
- Developed shell commands to streamline server operations, ensuring ease of use and continuity. Authored documentation and created portable scripts for consistent functionality across server environments.
- Engineered automation scripts on production Linux servers, enhancing visibility and organization for marketing campaigns, streamlining processes, and boosting efficiency.
- Automated file management for campaign post-processing, reducing errors and accelerating workflow completion times, significantly increasing productivity.
- Spearheaded secure B2B transmission of marketing data, improving credit card acquisitions and strengthening business partnerships.
- Implemented continuous site performance monitoring with automated Slack alerts, enhancing reliability, minimizing downtime, and ensuring an exceptional user experience.
- Collaborated with cross-functional teams to align project goals, enhance communication, and deliver high-impact solutions meeting business and technical requirements.

Production Network Engineer Intern, Summer 2023

Meta (Facebook) - Menlo Park, CA

- Network Modeling Team
- Engineered a zero-touch automation tool for integrating topology inputs into NAPTLite, streamlining the Capacity Plan of Record (CPOR) process to improve network capacity delivery speed by optimizing design for delivery constraints and minimizing complex dependencies.

- Conducted comprehensive testing and validation of new CPOR designs within NAPTLite, reducing network deployment risks by accounting for project complexities, which contributed to a more resilient and efficient network infrastructure.
- Collaborated with cross-functional teams to integrate delivery-aware metrics into NAPTLite, enhancing decisionmaking by incorporating project simplicity into network planning, resulting in improved milestone achievement and reduced deployment times.
- Leveraged advanced Python programming and familiarity with internal Meta tools (fbcode, CMI) to develop and fine-tune the CPOR design pipeline, achieving a significant reduction in manual intervention and enhancing the scalability of network planning operations.

Production Network Engineer Intern, Summer 2022

Meta (Facebook) - Fremont, CA

- Edge and Network Services (ENS) IP Backbone Team
- Responsible for the deployment and support of the FB production network and edge infrastructure.
- Developed network automation workflows to lay the groundwork for further innovations and data enrichment to the troubleshooting tickets generated by IP Backbone's most commonly seen network alarms.
- Impact: optimized troubleshooting process for IPBB engineers and increased reliability of our systems
- Enhanced network automation workflows to fully automate Smart Hands requests that are submitted to our turnkey vendor, Indigo Belcom—supporting our Europe, Middle East, & Asia (EMEA) network infrastructure.
- **Impact:** increased network efficiency by reducing the number of manually processed Smart Hands requests by hundreds of tickets per month—resulting in approximately 25-30 hours of time saved per month.

Lead Network Administrator, 2019 - 2021

United States Army Airborne - Fort Bragg, NC

Key Achievements

- Maintained constant responsibility for \$2 million of information systems and communications equipment to support the 18th Airborne Corps Headquarters.
- Successfully integrated and maintained new network configurations for the largest Army Warfighter training exercise in history providing secure internet and voice services to over 2,000 users with zero network downtime.
- Developed technical manuals for new employee training and taught classes in network security, routing, switching, satellite communications, fiber optics, and copper-based wiring.
- Regarded as the subject matter expert for all 18th Airborne Corps information systems at the administrator level while being heavily relied on by the senior level engineering team.

Key Responsibilities

- Managed a team of four junior network administrators and coordinated secure lines of communication to assist adjacent teams in their daily operations.
- Collaborated with the senior level engineering team to integrate network configuration changes without disrupting live network operations.
- Configured, and reconfigured, Cisco routers, switches, and firewalls to enhance network performance at the layer 2, layer 3, and layer 4 level.
- Installed and tested fiber optic and copper-based wiring and cabling to establish and troubleshoot layer 1 connectivity.
- Implemented and sustained fundamental understanding of TCP/IP routing and network protocols such as OSPF, MPLS, QOS, STP, DHCP, SNMP, HSRP, EtherChannel, TCP, and UDP.

Paratrooper, 2017 - 2022

United States Army Airborne - Fort Bragg, NC

• Developed the unique ability to properly jump from moving aircraft while carrying small satellite antennas to provide immediate and secure internet connectivity anywhere in the world at a moment's notice.

Network Administrator, 2017 - 2019

United States Army Airborne - Fort Bragg, NC

- Distinguished Honor Graduate at the United States Army Signal School in Fort Gordon, GA.
- Obtained CompTIA Network+ and CompTIA Security+ industry certifications.
- Developed core understanding of satellite communication theory and computer networking.

Certifications

- Top Secret/SCI Clearance (active)
- CompTIA Network+ (active)
- CompTIA Security+ (active)
- Cisco Certified Network Associate (in-progress)

Technical Skills

- HTML, CSS, & JavaScript
- Python (focus on Python 3), Java
- Data Science with Python
- Data Structures & Algorithms with Java
- SQL, JSON, Git, & Mercurial
- Unix/Linux Tools & Bash Scripting
- Text Editors (Vim, Nano, Notepad++)
- KornShell, Powershell
- IT Networking & Cisco Routing
- Subnetting, Variable Length Subnet Masking
- Server & Firewall Administration
- Cisco & Brocade Command Line Interfaces (CLI)
- VMWare, Virtual Machines, Docker
- Datadog, Jira, Active Directory
- Adobe Campaign
- Integrated Development Environments (VSCode, Eclipse, IntelliJ)