

Patrick Padgett

Telecom Billing Mediation Engineer | DevOps and Infrastructure Automation

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Open to remote or hybrid | linkedin.com/in/patpadgett | github.com/patpadgett | patpadgett.com

PROFESSIONAL SUMMARY

Telecom billing mediation and revenue assurance engineer with 14 years as highest-tier SME for Sprint's wireless and wireline mediation platforms (Nortel, Ericsson and Lucent switch AMA/CDR data), followed by senior infrastructure automation roles at Jabil and Raymond James. Builds and operates CDR/EDR usage pipelines that are faster, observable and repeatable: Linux, Ansible, Docker, Kubernetes, Terraform, CI/CD, ELK. 25 years of production Linux.

- Saved \$2M with an EDR routing application distributing usage records to downstream billing systems.
- Raised mediation processing throughput 250% by distributing records across parallel processors.
- Cut alarm time-to-resolution 50% by building alerting and observability on the ELK stack.

TECHNICAL SKILLS

Telecom billing: billing mediation, revenue assurance, CDR/EDR/AMA usage records, ETL data pipelines, Nortel/Ericsson/Lucent switch data, rating, order-to-cash, BSS/OSS

Automation and IaC: Ansible, Terraform, CloudFormation, Docker, Kubernetes, GitLab CI, Azure DevOps, GitHub Actions, Jenkins, AWS CodePipeline

Observability: ELK (Elasticsearch, Logstash, Kibana), Splunk, Dynatrace, Prometheus

Platforms: Linux (RHEL, CentOS, Debian, Ubuntu), Solaris, AWS, Azure, GCP, OpenStack, SAN storage

Programming: Perl, Python, PHP, Ruby on Rails, JavaScript, Bash, PowerShell, C/C++, Oracle SQL

Networking: TCP/IP, IPv4/IPv6, routing and firewalls, packet analysis (libpcap, sockets), SIP/Asterisk

Practices: production support, incident response, root cause analysis, on-call, CI/CD, infrastructure as code, technical documentation, Agile

PROFESSIONAL EXPERIENCE

Founder and CEO, VimOps - Kansas City metro 2020 - Present

- Delivered web development, digital marketing and custom software in Python and PHP for government contracts (CAGE 8PMQ9) as a registered federal vendor.
- Automated client infrastructure with Ansible, Terraform, Docker and CI/CD (GitLab CI, GitHub Actions) across AWS, Azure and GCP.
- Delivered a 10x social engagement lift for clients in two months.

Senior Infrastructure Automation Engineer, Jabil 2018 - 2019

- Cut deployment time for critical iFactory infrastructure by building CI/CD build and release pipelines in Azure DevOps with automated testing gates.
- Containerized all iFactory applications with Docker and deployed them on Kubernetes; wrote infrastructure as code (Ansible) for on-prem and cloud environments.
- Built centralized logging and ELK dashboards for troubleshooting by cross-functional engineering teams across the plant.

System Administrator (contract), Raymond James - Capital Markets 2017

- Served as Linux SME for the Capital Markets team running GBST Syn back-office trade processing.
- Deployed releases across environments with Ansible and Jenkins pipelines; ran Splunk log analysis and Dynatrace monitoring.

PROFESSIONAL EXPERIENCE (CONTINUED)

Product Manager and Software Engineer, codesigned (SharePoint software company) 2015 - 2016

- Led development and product management for the SharePoint products "Intranet" and "Analytics".

Software Engineer (Accounting Operations), Sprint (now T-Mobile) 2001 - 2015

- Highest-tier (Tier 3) production support and incident response for all Sprint billing mediation platforms: the ETL data pipelines that collect, validate, rate and route wireless and wireline CDR/EDR usage records; root cause analysis and on-call escalation point for 14 years.
- Designed and led development of an EDR routing application that collected switch usage records and distributed them to rating, billing, fraud and analytics systems; \$2M in revenue assurance savings.
- Increased mediation throughput 250% by re-architecting record processing across parallel processors using Perl, Oracle SQL and Linux.
- Cut alarm time-to-resolution 50% by building observability and alerting on the ELK stack (Elasticsearch, Logstash and Kibana) for multiple mediation platforms.
- Wrote a business-rule translation tool (Perl, Parse::RecDescent) and an Ansible + GitLab CI production change-management system; authored platform documentation cited by network operations leadership.
- Delivered project D3884 ahead of an aggressive schedule and under budget with no customer service impact, coordinating stakeholders across network, finance and operations; commended by Sprint's Chief Network Officer for the result.

Founder, CyberRazor - part-time alongside Sprint 2005 - 2009

- Built Fasttrack, a Ruby on Rails web application for standard celeration charting used by behavior analysts, and trained educators on it; analyzed HCRIS healthcare cost data for tax firms; built small-business sites.

Systems Administrator and Network Engineer, various ISPs and consultancies 1996 - 2001

- Administered Unix systems and networks in the dial-up ISP era for ISPN, Century Computer Consultants, Interdirect/SupplyTrak, Cephas, Chemtrol and Advertisnet.

OPEN SOURCE PROJECTS

corkscrew (2000 - Present) - C program that tunnels OpenSSH through HTTP and HTTPS proxies. Packaged in Debian, Ubuntu, Red Hat, CentOS and FreeBSD; reviewed in Linux Magazine and 2600 Magazine. Source at github.com/patpadgett/corkscrew.

EDUCATION

Certificate, Graphic Arts, Lake Area Vocational Technical School, Camdenton, MO 1996 - 1998

- 2nd place, State of Missouri, VICA (Vocational Industrial Clubs of America) competition in offset lithography, running AB Dick and Ryobi presses.

SPOKEN LANGUAGES

English (native); Indonesian (professional working proficiency).