

Nadir E. Haddadin

Objective

An opportunity to pursue my career as a systems engineer and apply my technical knowledge and abilities in a customer facing environment.

Work experience

Cox Communications Atlanta, GA (3/2006- present)

Engineer II (DOCSIS) – Responsible for all Cable Modem and VOIP eMTA firmware deployment. Duties entailed engineering, testing, and troubleshooting all firmware related issues with vendor engineers.

CMTS support engineer – responsible for troubleshooting all tier 2 CMTS issues. Worked directly with Cisco, Motorola, and BigBand to resolve issues and approve new software for production deployment. Other duties required engineering enhancements to proprietary SNMP edge poller for firmware deployments

Cox Communications Alpharetta, GA (9/2004 – 3/2006)

Linux Administrator (DHCP) – Operational support 24/7 for over 250 DHCP servers. Lead on all CableHome and internet TV production launches. Duties entailed large network Linux OS installations, network troubleshooting, Perl/Shell scripting, and deployment of production cable modem configurations files. Troubleshooting DOCSIS/Packetcable VOIP initialization, packet dump analysis, and VOIP KDC configurations.

Cox Communications Alpharetta, GA (7/2003 – 9/2004)

OSS Engineer (CableHome) – Cox CableHome Subject matter expert. Responsible for design and implementation of CableHome1.0 into the back office DHCP provisioning system. Design steps included creating and testing new cable modem configuration files.

Cox Communications Alpharetta, GA (4/2002-7/2003)

IT Analyst - Duties included processing database changes using Perl and Shell scripts. Responsible for scripting Perl scripts to verify database additions and created SQL scripts for change reports.

QA Analyst – Created test plans, scripts, and implemented testing for projects to be released in production.

Skills

DOCSIS 1.1/2.0, Linux , Unix, Perl & Shell scripting, DHCP & CMTS administration, strong large network operations troubleshooting skills, VOIP PacketCable 1.0, PCMM, technical writing , SNMP, SQL, HTML, Microsoft 2000/XP and Office utilities.

Training: Motorola BSR64k, Network +, RHCE, and Cable Labs vendor briefings.

Education

State University of West Georgia, Carrollton, GA
B.B.A. Business Information Systems