

Robert Ditzig

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Sr. Network Engineer

Accomplished network engineering professional with over 25 years of experience in designing, implementing, and managing large-scale wired and wireless infrastructures. Skilled in leading cross-functional teams to deliver complex network transformations across retail, enterprise, and hospitality sectors. Proven track record of increasing network capacity and operational efficiency while driving strategic initiatives. Expertise includes wireless RF design, network security, life-cycle management, and end-to-end project execution. Recognized for resolving mission-critical issues, building strong vendor relationships, and mentoring teams to achieve performance excellence.

Key Qualifications:

- Wireless LAN/WAN Deployments • Project Management & Planning • Network Analysis & Problem solving
- Team Leadership & Mentoring • Security & Firewall Administration • Network Architecture & Design

Work Experience

Southeastern Grocers, LLC • Jacksonville, FL • 03/2006 - 09/2021

Network Operation Center - Sr. Supervisor

- Directed all aspects of the Network Operations Center (NOC) team, ensuring a customer-focused environment with 24/7 remote monitoring, maintenance, and troubleshooting, achieving 99.5% network availability
- Supervised the NOC project implementations, overseeing the complete lifecycle management for retail network devices, including up to 12 devices per store across 480+ locations per implementation cycle
- Assigned projects and production support to team members, prioritizing tasks according to business requirements
- Maintained 24/7/365 Network Operations Center coverage with a team of 6-12 technicians and engineers
- Collaborated with various vendors including significant service carriers, hardware providers, and remote technicians
- Created a documentation wiki for network topologies, configurations, and standard operating procedures, improving onboarding time for new NOC technicians by 30%

Network Operation Center - Network Engineer

- Upgraded network infrastructure at 480+ sites, including routers, switches, firewalls, and wireless access points, while documenting network topology and configuration standards
- Designed and implemented a wireless network for 500+ sites, creating RF propagation models and validating signal strength for optimal coverage
- Provided Tier 3 technical support for network-related incidents, resolving 15+ high-priority cases monthly as the escalation point
- Supported enterprise wired and wireless networks, ensuring 99.5% uptime, and managed various network appliances and servers
- Transitioned retail store circuits from 56k to T1, then to broadband, adapting to increasing network demands over 15 years
- Performed packet captures and analysis with Wireshark, identifying application issues related to network performance and recommending configuration adjustments

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Inn Networks, Inc • Florida, United States • 02/2003 - 04/2004

Project Manager/Technical Lead

- Traveled 100% of the time to install HSIA in over 2,700 hotel rooms, ensuring optimal configuration and functionality
- Managed a team responsible for configuring, deploying, and turning up high-speed Internet access (HSIA) in hotels and resorts, overseeing unique solutions including Ethernet, vDSL, and Wi-Fi with Power over Ethernet (PoE)

Lucent Technologies, Inc. • Jacksonville, FL • 03/1999 - 06/2001

Network Systems Engineer

Served as Lucent's North Florida subject-matter expert on wireless technologies, providing consultancy for numerous companies before the company's acquisition by Alcatel:

- **Atlantis Resort** - Developed RF design for 802.11b coverage in the resort's interior, outdoor grounds, golf course, and 802.11a backup for existing fiber connections
- **Educational Networks of America** - Designed a 1,700+ node statewide deployment for public school Internet access using Cisco 7000 and 3600 series routers
- **AT&T Managed Network Services** - Provided Tier 2/3 support and upgraded router OS for a 250+ node Bay Networks Frame Relay network to ensure Y2K compliance
- **JAX Navy Credit Union** - Conducted network analysis and design, producing a detailed implementation plan to alleviate congestion using existing equipment
- **My Shopping Center.com** - Performed site survey, installation, and testing of a Proxim 802.11b Outdoor Routed network, providing wireless connectivity for a strip mall

Blue Cross Blue Shield of FL • Jacksonville, FL • 01/1998 - 03/1999

Network Design Engineer - Consultant

- Collaborated with BCBS's design team to implement a private ATM and Frame Relay backbone network across Northeast Florida using Cisco BPX and 3600 series equipment over Metro-Ethernet topology

Alltel Communications, Inc • Jacksonville, FL • 10/1998 - 12/1998

Network Design Engineer - Consultant

- Assisted in migrating Alltel's SNA satellite network to frame relay, evaluating network traffic and configuring routers with DLSW to support SNA over frame relay

Netsolve, Inc • Austin, Texas, United States • 05/1996 - 10/1998

Network Engineer

- Supported AT&T's Managed Frame-Relay Service, providing network engineering, design, configuration, and testing.
- Delivered 99.5% availability for managed customer data networks

DataComm Network Inc • Tampa, Florida, United States

Network Engineer

- Coordinated LAN/WAN hardware configurations and installations, supporting customer sites and maintaining a 50-user Novell network

Skills - 802.11a/b/g/n/ac/ax, Cisco, Palo Alto, Technologies, Data Network Design, DNS, EIGRP, IP Networking, Network Engineering, Network Operations Center (NOC), OSPF, Project Management, SONET/DWDM/TDM, TCP/IP, Technical Documentation, Time Management, Wireless Technologies, WLAN/WAN /LAN