H. MICHAEL SMITH, JR.

AUTOMATION · SYSTEMS INTEGRATION · TECHNICAL LEADERSHIP

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PROFESSIONAL PROFILE

Technology leader and solutions professional with approximately 30 years across enterprise networking, security, architecture, professional services, sales engineering, technical management, and automation. Brings hands-on infrastructure depth to customer and operational problems, translating between technical evidence, business priorities, and the people accountable for outcomes. Uses automation and platform development as leverage - not as an end in itself - to improve visibility, reliability, workflow, and decision-making.

AREAS OF DEPTH

Python, APIs, monitoring & systems integration · Infrastructure automation & operational platforms · Enterprise networking & security · Solutions architecture & sales engineering · Technical leadership & management · Professional services & customer consulting · Network architecture, WAN/BGP, VPN & DNS · Palo Alto, Cisco, F5, Aruba, Cloudflare

PROFESSIONAL EXPERIENCE

Millennium Information Tek / GSCCCA Jun 2025–Present

Senior Network Engineer | Embedded with GSCCCA

- Enterprise network and security engineering across Palo Alto, Cisco routing/switching, F5, WAN/BGP, VPN, DNS, and infrastructure modernization.
- Conceived and lead architecture, development, integrations, and operational refinement of Network Authority, an internal platform that connects infrastructure evidence, workflow data, monitoring, and audience-specific operational views.
- Work across network, systems, development, project, and business stakeholders to turn operational needs into practical technical and workflow improvements.

Landis+Gyr Oct 2023–Mar 2025

Lead Network Engineer

- Provided hands-on technical leadership to junior and mid-level engineers while executing production changes and resolving business-impacting infrastructure issues.
- Worked across Cisco routing/switching, Palo Alto/Panorama, F5 BIG-IP/BIG-IQ/GTM, Terraform, Google Cloud, DNS, and Cisco ISE.

Lockstep Technology Group Jul 2019–Oct 2023

Senior Network Engineer

- Delivered network and security consulting for K–12, higher education, and state/local government customers, including design, migration, implementation, and managed-service escalation work.
- Designed Palo Alto, network-access-control, and wireless solutions; performed Cisco ASA policy assessment and migration work.

GE Digital Mar 2017–Jul 2019

Staff Network Operations Engineer

- Supported data-center and remote-LAN operations across multi-vendor networks; used Python with Infoblox NetMRI for automation.
- Applied ThousandEyes, CA Spectrum, and Splunk to troubleshooting, service visibility, and operational analysis.

Hewlett-Packard / HPE Aug 2013–Mar 2017

Technical Solutions Consultant IV; Automation Platform Architect

- Delivered top-tier support across HP/HPE networking platforms through the HP/HPE split and Aruba acquisition, expanding into Aruba wireless, AirWave, IMC, and related technologies.
- Selected for a 2,000+ store Home Depot rollout, progressing from field and remote deployment support to full-time assignment at the customer's technology center to address cross-program operational issues.
- Designed and built Change Management Looking Glass (CMLG), a Python/Flask/MySQL platform correlating project records, management systems, and live network evidence; its screens and exports became part of cross-organizational program reviews and post-deployment validation.

PROFESSIONAL EXPERIENCE | ARCHITECTURE, SOLUTIONS & LEADERSHIP

EdgeCast Networks 2012–2013

Senior Sales Engineer

- Supported five account executives in a quota-bearing, high-volume CDN sales environment, leading discovery and hands-on POCs for e-commerce and streaming opportunities.
- Carried won engagements from technical presales through website/streaming integration, production onboarding, and handoff to support; positioned EdgeCast against major CDN competitors on performance, references, and price.

Level 3 Communications 2011–2012

Senior Solutions Architect, CDN & Media

- Served as CDN/media overlay architect for large media and commerce accounts, joining primary AE/SE teams to uncover and shape enterprise opportunities.
- Owned solution design, diagrams, formal technical proposals, presentations, and pricing input; integrated CDN/video with dark fiber, transport, satellite/teleport, and adjacent Level 3 services.

Internap Network Services 2005–2011

Installation Engineering Manager · Network Architect · Development Architect · Solutions Architect

- Installation Engineering Manager — Managed six engineers across U.S. time zones with full people-management responsibility and customer delivery from order through turn-up and NOC handoff; created live operational reporting across tickets, escalations, shipping, and workflow.
- Network Architect / Development Architect — Contributed to architecture standards and product/service development across Internap's IP/CDN platforms, leading assigned initiatives including TCP/SSL acceleration and a video-focused CDN origin POP in Mumbai.
- Solutions Architect — Served as deep technical escalation for SEs and end-to-end owner of professional-services opportunities, including discovery, SOW/LOE/pricing, design, implementation, support, and account expansion across FCP route optimization, BGP/traffic engineering, security, and DDoS mitigation.

Clark Atlanta University 2002–2005

Network Services & Security Manager

- Established a network and information-security services group; managed staff, policies, business processes, budgets, contracts, and university networking/security.

EARLIER EXPERIENCE

1995–2002: Network Services & Security Manager, Allconnect; technical consultant, MXN; contract Tier-3 network engineering, Microsoft; LAN support, IBM / 1996 Olympic Games; technician, NCR.

SELECTED AUTHORED SYSTEMS

Network Authority (2025–present) · Cloud-management API proof of concept (2017) · Change Management Looking Glass / NMS Auditor (2016) · Custom network inventory system (2003) · ATM safe one-time combination distribution system (1999)

HISTORICAL QUALIFICATIONS

CISSP · Cisco CCNP / CCDP · HPE MASE / ASE · Aruba ClearPass / Mobility Professional · Check Point CCSE · Microsoft MCSE / MCT · CompTIA Security+

Historical and expired credentials are included to reflect professional background and the technologies encountered across the career; they are not presented as current certifications.