# H. MICHAEL SMITH, JR.

**SOLUTIONS ENGINEERING · ARCHITECTURE · INFRASTRUCTURE**

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## PROFESSIONAL PROFILE

Solutions engineering and architecture professional with approximately 30 years across enterprise networking, security, automation, professional services, technical management, and customer-facing solution design. Former Senior Sales Engineer and Senior Solutions Architect with experience leading discovery, hands-on POCs, solution architecture, technical proposals, pricing input, implementation, and production handoff. Combines deep infrastructure experience with automation and platform development to translate technical evidence into practical customer and business outcomes.

## SOLUTIONS ENGINEERING STRENGTHS

Technical discovery & solution architecture · Sales engineering & technical presales · Hands-on POCs & customer integration · Technical proposals, SOW/LOE & pricing input · Enterprise networking & security · Network architecture, WAN/BGP, VPN & DNS · Palo Alto, Cisco, F5, Aruba, Cloudflare · Python, APIs, automation, monitoring & systems integration

## SELECTED SOLUTIONS ROLES

Senior Sales Engineer, EdgeCast · Senior Solutions Architect, Level 3 · Solutions Architect, Internap · Technical Solutions Consultant IV, HPE

## 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 network automation and operational intelligence platform connecting 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 while executing production changes and resolving business-impacting infrastructure issues across Cisco, Palo Alto/Panorama, F5, Terraform, Google Cloud, DNS, and Cisco ISE.

**Lockstep Technology Group** — Jul 2019–Oct 2023

**Senior Network Engineer**

- Delivered customer-facing 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 multi-vendor data-center and remote-LAN operations; used Python with Infoblox NetMRI for automation and ThousandEyes, CA Spectrum, and Splunk for troubleshooting and service visibility.

**Hewlett-Packard / HPE** — Aug 2013–Mar 2017

**Technical Solutions Consultant IV; Automation Platform Architect**

- Delivered top-tier networking support and was selected for a 2,000+ store Home Depot rollout, progressing to full-time assignment at the customer 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 for cross-organizational program reviews and post-deployment validation.

## PROFESSIONAL EXPERIENCE | SOLUTIONS, ARCHITECTURE & CUSTOMER DELIVERY

**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**

- 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.
- Network Architect / Development Architect — Contributed to architecture standards and product/service development across Internap's IP/CDN platforms, including TCP/SSL acceleration and a video-focused CDN origin POP in Mumbai.
- Installation Engineering Manager — Managed six engineers 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.

## ADDITIONAL TECHNICAL LEADERSHIP & ENGINEERING

**Clark Atlanta University** 2002–2005

**Network Services & Security Manager**

- Established and managed network and information-security services, including staff, policy, business processes, budgets, contracts, and university infrastructure.

**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 SOLUTION DOMAINS

CDN & streaming integration · Dark fiber & transport · BGP & traffic engineering · Route optimization · Security & DDoS mitigation · Palo Alto, network access control & wireless · Network automation & operational intelligence · Cloud-management APIs

## 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.