

# Cyrus Valencia

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## SUMMARY

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Detail-oriented RAN Virtualization OAMP Engineer with over 5 years in wireless network management and technical support. Proficient in troubleshooting complex OAMP/FCAPS issues, conducting root cause analysis collaboratively with engineering teams. Experienced in authoring software upgrade MOPs while supporting the integration and optimization of virtualized RAN environments. A solid background in Linux/Unix coupled with knowledge of network management protocols drives effective collaboration on customer technical discussions. Eager to leverage expertise in defining product requirements, ensuring client satisfaction, and enhancing operational efficiency at TechWave Solutions.

## EXPERIENCE

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**RAN Virtualization OAMP Engineer** June 2021 - Present  
WaveNet Technologies *Austin, TX*

Drive success as RAN Virtualization OAMP Engineer by delivering Tier 3 support for EMS/NMS applications and ensuring optimal network operations across multiple locations.

- Provide Tier 3 technical support for EMS/NMS applications, ensuring seamless operation of virtualized RAN networks across multiple sites.
- Collaborate with R&D to troubleshoot and resolve complex OAMP/FCAPS issues, enhancing system reliability.
- Author and execute detailed software upgrade MOPs for network element deployments, improving system uptime and performance.
- Lead integration and deployment efforts for virtualized RAN (vCU/vDU) environments, optimizing resource allocation.
- Define product requirements and assist in feature validation for new 4G/5G network management capabilities.
- Engage in customer technical discussions, facilitating smooth technology introductions and pre-sales activities.

**Network Management Engineer** March 2018 - May 2021  
Telecom Dynamics *Houston, TX*

Served as Network Management Engineer, specializing in Tier 3 production environment support while focusing on network optimizations and client satisfaction through efficient operations.

- Supported Tier 3 production environments, delivering timely root cause analysis (RCA) for network performance issues.
- Implemented automated scripts for troubleshooting using command-line tools, streamlining operations and improving response times.
- Conducted performance optimizations for network management platforms, enhancing service delivery to clients.
- Collaborated with cross-functional teams to ensure successful product rollouts and high customer satisfaction ratings.
- Provided technical support for cloud-native infrastructures, aiding in deployment of telecommunications solutions.
- Mentored junior engineers in troubleshooting methodologies and best practices.

## LEADERSHIP & AWARDS

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- Certified Telecommunications Network Specialist (CTNS) certification received in 2020.
- Cisco Certified Network Associate (CCNA) certification obtained in 2019.

## EDUCATION

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**Bachelor of Science in Computer Science** 2016  
University of Texas at Austin GPA: 3.8 *Austin, TX*

**Coursework:** Data Structures, Networking, Database Systems, Software Engineering

## CERTIFICATIONS

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- Certified Telecommunications Network Specialist (CTNS) 📅 2020
- Cisco Certified Network Associate (CCNA) 📅 2019

## TECHNICAL SKILLS

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- **Cloud Computing Platforms:** AWS, Azure, Google Cloud
- **Networking Tools:** Wireshark, SolarWinds, Nagios
- **Programming Languages:** Python, Java, C++
- **Configuration Management:** Ansible, Puppet, Chef
- **Database Systems:** MySQL, PostgreSQL, Oracle
- **Containerization Technologies:** Docker, Kubernetes, OpenShift
- **Version Control Systems:** Git, SVN, Mercurial
- **Monitoring Tools:** Zabbix, Prometheus, Grafana

- **Virtualization Technologies:** VMware, VirtualBox, Hyper-V
- **SDN Technologies:** OpenFlow, OpenDaylight, Cisco ACI

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## SKILLS

- OAMP/FCAPS
- EMS/NMS
- Wireless Network Management
- Linux/Unix
- Scripting (Perl, TCL)
- Network Function Virtualization (NFV)
- REST APIs
- SNMP
- TNM Protocols
- NetConf
- APIs
- TR-069
- YANG Models
- High Availability Systems
- Software Upgrade MOPs
- Virtualized RAN (vCU/vDU)

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## PROFESSIONAL AFFILIATIONS

- Member of the Institute of Electrical and Electronics Engineers (IEEE).
- Active participant in local tech meetups focused on telecommunications innovation.

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## LANGUAGES

- English (Native)
- Spanish (Intermediate)

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## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

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## REFERENCES

AVAILABLE ON REQUEST