

Donald Story

4830 Galewood Ave., San Antonio, TX 78247

210-454-0954 | digitaldgs@yahoo.com | LinkedIn

Senior Network Support Engineer | Cybersecurity-Focused

Professional Summary

Senior Network Support Engineer with over 20 years of experience in telecommunications, enterprise networking, and advanced technical support. Proven expertise in Tier 3 national field support, fiber and coax infrastructure, wireless network design, Linux system administration, and automation. Cybersecurity-focused with a Bachelor's degree in Cybersecurity and CompTIA A+ certification. Seeking remote or hybrid roles where deep troubleshooting skills, infrastructure expertise, and security awareness are valued.

Core Technical Skills

- TCP/IP, WAN/LAN, DNS, DHCP
- Fiber & Coax Infrastructure
- Wireless Design, Surveys & Heat Mapping
- Routers, Switches, and WAP Configuration
- Linux System Administration
- Cybersecurity Fundamentals
- Network Automation Concepts
- Cat5/Cat6 & Fiber Cabling
- Optical Circuit Testing
- Enterprise Technical Support

Professional Experience

National Field Support Tier 3 – Spectrum (2021–Present)

- Provide advanced technical support for field technicians nationwide.
- Troubleshoot complex fiber, coax, and enterprise networking issues in real time.
- Serve as escalation support for service-impacting outages and failed installations.
- Analyze diagnostics, signal levels, provisioning, and routing issues.
- Guide technicians through advanced configuration and repair processes.

Senior Field Technician / Implementation Engineer (Tech 6) – Spectrum (2004–2021)

- Installed, tested, and supported fiber and coax-based services for commercial customers.
- Designed and deployed enterprise Wi-Fi networks.
- Conducted site surveys and wireless heat mapping.
- Led contractors and junior technicians.
- Built automation tools to streamline IP assignment and provisioning processes.
- Installed and tested Cat5/Cat6 and fiber infrastructure.
- Performed post-installation optical circuit testing and validation.

Education & Certifications

Bachelor of Science – Cybersecurity, Grand Canyon University, 2025

GPA: 3.8

CompTIA A+ Certification