Chris Murray
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Summary

CCNA-certified network engineer at an open access fiber ISP, focused on automation and keeping a large multi-vendor network running. I automate firmware and configuration changes across hundreds of devices, work directly with vendors on hard problems, and build internal tools and services. Looking to grow into network automation, network design,and technical leadership.

Skills

- Networking: VLANs, VXLAN, ACLs, L2 switching, DHCP, DNS, TR-069, XGS-PON, Active Ethernet, wifi design and troubleshooting
- Platforms: FS 5800/5850, NVIDIA/Mellanox, MikroTik, Adtran SDG, Nokia MF2, Ubiquiti UISP,
- Automation: Ansible, Playwright, GitHub Actions, Git, Mosaic Device Manager
- Infrastructure: Linux, Proxmox, Docker, AWS, Tailscale, Cloudflare Tunnels, Nginx Proxy Manager
- Monitoring: NetBox, Grafana, Prometheus, SmokePing

Experience

Underline Fiber Internet | Network Engineer | June 2026 to Present

- Rolled back firmware on about 75 MikroTik devices with Ansible after a firmware defect, recovering affected equipment without site visits.
- Updated roughly 600+ interface descriptions across 200+ FS 5800/5850 access switches using an internal automation tool.
- Automated firmware updates for non-reporting Adtran CPEs with Ansible and Playwright, covering devices the normal workflow couldn't reach. Part of firmware management for about 5,000 CPEs through Mosaic.
- Own firmware lifecycle for Mikrotik, Mellanox and FS switches along with Adtran CPE's.
- Work with vendors to develop a new CDT, troubleshoot security and performance issues found in firmware releases.
- Troubleshoot VLAN, VXLAN, ACL, and wifi issues across residential, mid-market, and enterprise customers on an open-access network.
- Lead an Ookla speed test server project: designed the proposal, got funding approved, and built the proof of concept. Previously deployed a branded OpenSpeedTest server through GitHub Actions.
- Lead biweekly sessions for Client Success, which reduced escalations to network engineering.
- Act as the technical resource for business sales on complex customer requirements.

Underline Fiber Internet | Client Success | February 2025 to June 2026

- Troubleshooting end-user connectivity, Wi-Fi performance, and customer-premises equipment issues focusing heavily on first contact resolution.
- Coordinated field service dispatches and worked with engineering and field operations to resolve service issues.
- Wrote a troubleshooting training guide and helped onboard new hires in network troubleshooting and escalation procedures.

Elevation Wheel Company | Owner, Designer & Machinist | August 2017 to January 2025

- Founded and grew a bicycle business from a mobile service into a physical shop specializing in custom wheel building and high-end repairs, serving professional and Olympic athletes and working with industry leaders including SRAM and Giant.
- Expanded into in-house product and tool design and manufacturing, personally handling 3D modeling, CAD/CAM, CNC programming, machining, and production. Built a social media following of 60,000+

Homelab

- Proxmox environment running NetBox, Grafana, SmokePing, Cisco Modeling Labs, EVE-NG, Nextcloud, TrueNAS, Home Assistant, and more.
- Clustered Kea DHCP on mini PCs to test service resilience.
- Remote access through Tailscale, Cloudflare Tunnels, and Nginx Proxy Manager.
- AWS-hosted recursive DNS server using Unbound.
- Ansible playbooks for repeatable device configuration.

Certifications

CCNA | February 2026
Google Cybersecurity | February 2025
Google System Administration and IT Infrastructure Services | January 2025

Education

Lincoln Technical Institute | AAS, Auto Diesel Service Management | 2006