

Maverick Floyd

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SUMMARY

Senior network and automation engineer with seven years of experience connecting network operations, **process engineering**, software development, and **artificial intelligence**. Builds business cases, process maps, business requirements, product requirements, technical requirements, prototypes, algorithms, evaluation plans, and lifecycle documentation that turn frontline Service Delivery and **Service Assurance** needs into executable engineering work. Applies Agentic AI, **Large Language Models**, RAG architecture, APIs, solution architecture, testing, and technical reporting across automation initiatives. Works closely with developers, operational teams, partners, and engineering leaders from discovery through implementation, resolving technical gaps and communicating risks, dependencies, progress, and value. Mentors junior engineers through practical knowledge sharing and can support reliable automation decisions that improve employee workflows, customer outcomes, and network operations.

EXPERIENCE

Senior Network Automation Engineer January 2025 - Present
Liberty Fiber Systems *Conshohocken, PA*

Leads technical discovery and automation portfolio work across network operations, Service Delivery, Service Assurance, software development, and **partner solutions**. Guides requirements, prototypes, evaluations, documentation, and developer collaboration while mentoring junior engineers and reporting portfolio value.

- Mapped frontline workflows with **Service Delivery** teams, exposing exception paths that shaped automation requirements.
- Converted operational findings into **business cases**, process flows, and technical specifications for development teams.
- Prototyped LLM and RAG solutions with APIs, testing practical **automation** before larger investment decisions.
- Partnered with developers through implementation, resolving workflow gaps between network logic and delivered behavior.
- Led **case studies** and **evaluation plans**, documenting evidence, risks, dependencies, and portfolio recommendations.
- Mentored junior engineers on discovery, requirements quality, technical writing, and prototype evaluation practices.

Network Automation Engineer May 2022 - December 2024
Allegheny Communications Engineering *Pittsburgh, PA*

Developed network workflow automation and research initiatives linking operations, **software engineering**, product contributors, and external partners. Produced requirements, prototypes, architecture materials, technical recommendations, testing evidence, and milestone communication for operational improvements.

- Automated provisioning workflows through API integrations and process analysis, improving consistency across engineering handoffs.
- Shadowed incident teams and translated process variations into requirements supporting clearer development and acceptance testing.
- Built reusable API components and prototypes, validating orchestration against representative operational scenarios.
- Researched LLM and retrieval approaches, recommending practical uses, data limits, evaluation methods, and safeguards.
- Authored architecture notes, **white papers**, test plans, and recommendations for cross functional technical decisions.
- Coordinated dependencies, partner evaluations, project materials, and milestone reporting across engineering and operations.

Network Engineer, Service Operations November 2019 - April 2022
Susquehanna Network Services *Harrisburg, PA*

Supported business connectivity operations through network troubleshooting, process mapping, lightweight automation, controlled testing, and **technical documentation**. Worked with frontline users and cross functional partners to improve handoffs, clarify requirements, and balance customer impact with delivery risk.

- Diagnosed service workflow issues and documented repeatable resolution patterns for operational support teams.
- Created scripts for recurring engineering checks, pairing implementation with validation steps and operating documentation.
- Mapped provisioning and incident processes with users, identifying decision points that informed automation improvements.
- Evaluated vendor and internal changes in controlled environments, recording results before broader adoption.
- Produced technical specifications, process diagrams, troubleshooting guides, and implementation notes for operational handoffs.
- Contributed analysis during cross functional initiatives, balancing customer impact, technical risk, and delivery timing.

PROJECTS

Network Operations Automation Evaluation 📅 2026

Reliable automation starts with frontline reality. Developed evaluation concepts connecting workflow observation, RAG architecture, testing, technical evidence, and business value so future network products can support employees and customers with practical judgment.

Service Workflow API Prototyping 📅 2024

Useful innovation begins with a real operational need. Built distinct prototype concepts for network workflow orchestration, API reuse, scenario validation, and development planning across service delivery operations.

LEADERSHIP & AWARDS

- Selected as Technical Mentor, Engineering Automation Mentorship Program, 2025.
- Recognized by engineering stakeholders for clear automation recommendations, technical reporting, and knowledge sharing.
- Trusted to present portfolio risks, dependencies, progress, and value realization to engineering leadership.

EDUCATION

Bachelor's Degree in Computer Engineering
Temple University GPA: 0
Coursework: Network engineering, software engineering, algorithms, artificial intelligence, systems design

2019
Philadelphia, PA

CERTIFICATIONS

- AWS Certified Solutions Architect, Associate 📅 2024
- Cisco Certified Network Professional, Enterprise 📅 2023

TECHNICAL SKILLS

- **Network Engineering:** Network operations, service delivery, service assurance
- **Automation Development:** Workflow automation, process automation, orchestration
- **Artificial Intelligence:** Agentic AI, artificial intelligence, machine learning
- **Language Models:** Large Language Models, LLMs, prompt evaluation
- **Retrieval Systems:** RAG architecture, retrieval, operational data
- **Application Programming Interfaces:** APIs, REST APIs, API integration
- **Architecture:** Solution architecture, technical architecture, product architecture
- **Requirements Engineering:** Business requirements, product requirements, technical requirements
- **Process Analysis:** Process engineering, process mapping, process flow diagrams
- **Testing And Evaluation:** Testing, evaluation plans, case studies
- **Project Management:** Portfolio management, project management, dependency management
- **Technical Documentation:** Technical specifications, white papers, lifecycle documentation
- **Cloud Architecture:** AWS, cloud architecture, AWS Solutions Architect
- **Network Certifications:** CCNP Enterprise, Cisco networking, network standards
- **Software Engineering:** Software development, algorithms, prototyping

SKILLS

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|------------------------|------------------------|---------------------------|---------------------------|
| • Project Management | • Service Delivery | • Artificial Intelligence | • Solution Architecture |
| • Automation | • Service Assurance | • Agentic AI | • Prototyping |
| • Process Improvements | • Process Engineering | • Large Language Models | • Technical Documentation |
| • Network Engineering | • Software Engineering | • RAG Architecture | |

PROFESSIONAL AFFILIATIONS

- Engineering Automation Mentorship Program, Technical Mentor, 2025 to Present.
- Network engineering and automation practitioner community, contributor to practical workflow improvement discussions.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST