

# NATHANIEL N. WOLFE

## Incident Manager

📍 Pepperell, MA, US

☎ +1 508-517-1742

✉ nathaniel.wolfe@gmail.com

## Skills

### Incident Management



Operational organization and requirements, planning and structural process maturation.

### Problem Management



Identification, prioritization, structural process maturation and resolution.

### SLO Management



Performance Management, definition, implementation and maturation.

### Network: Backbone



Troubleshooting, monitoring and documentation.

### Network Operations Center



Training and process development.

### Network Operations



Team leader and recruitment, vendor engagement, deployment and change.

### Test Engineer



Synthetic test design for web analytics.

### Operations, Monitoring and Software Management: APM



Identification of key process metrics and business requirements, troubleshooting, Dynatrace and AppDynamics experience.

### Operations, Monitoring and Software Management: DNS



Troubleshooting, record update and management.

### Management Activities or Functions: Change Management



Implementation, documentation, maturation and stakeholder adoption.

## Summary

Application Performance Engineer - Technical Incident Manager with over 22 years of experience in supporting distributed internet applications, web analytic analysis/data mining, automation and troubleshooting of both physical and virtual environments. Significant experience in Network Operations, CDN Technologies, Change Management, Incident Management, Problem Management and Customer Support. ITIL and APM-certified professional.

## Work experience

### 2020 - Present Incident Manager

#### HealthEdge

- Trailblazer for new Problem Management process for problem elimination "no repeat incidents" protocols and escalation paths. Changes identified by this process resulted in a significant reduction in the number of problem incidents year over year.
- Managed hundreds of incidents, often defining solutions on the fly for the HealthEdge SaaS platform. Assembled and coordinated teams of engineers as required to address network, application, code and database incidents. Implemented multiple process improvements, and streamlined engineering escalation process for bug and product defect identification.
- Created and implemented new processes for SLO performance management of customer critical business processes and transactions.
- Implemented APM monitoring using the AppDynamics platform across 40+ customer environments, each with individual customization and alerting requirements.

### 2008 - 2020

### Network Operations Center Senior QOS Engineer - Incident Manager

#### Dynatrace (formerly Compuware / Gomez)

- Data Quality Engineer responsible for identifying issues with the Classic synthetic test architecture deployment. Personally handled customer escalations and deep-dive SQL investigations to gather supporting data. Worked extensively with Engineering and Development to catalogue and resolve problems with the new Dynatrace DNS Architecture and the Next Generation Test Agent architecture and software.
- Planned, designed, and implemented problem resolution automation for both the Dynatrace Synthetic network and The Classic Dynatrace web platform.
- Eliminated 80% of all manual resolution processes for the NOC. Planned, designed, and deployed synthetic testing using Dynatrace APM platform to monitor the Dynatrace classic Synthetic portal.
- NOC expert in the use of the new Dynatrace platform: deeply versed in all Dynatrace products and services.
- Performance Engineer responsible for product quality during network consolidation between Keynote and Dynatrace (Gomez) architecture. Determined if new providers and architecture met data quality requirements. Recognized for my individual contribution to the 5.4-million-dollar cost savings at the merger completion.
- Final determinant for all Synthetic data integrity questions. Final point of escalation for client services issues involving data quality, or endangered customer engagements: dedicated technical resource for multi-vendor customer issues in high-risk situations. Recognized for numerous instances of saving high visibility accounts, including the largest Dynatrace Synthetic customers.
- Assisted in Synthetic product development: identified and pursued major issues with Browser Agent testing, resulting in product improvements and redirection of product roadmaps.
- Senior NOC Engineer responsible for performance and availability of the Synthetic web portal and Synthetic testing network, a 900+ Windows and Linux server globally- deployed SaaS solution.
- Developed and documented troubleshooting procedures and technical solutions for NOC Production problem resolution and incident management. Developed numerous monitoring and response/repair improvements to improve NOC response time to incidents utilizing Synthetic testing, Application Monitoring, UEM and custom built tools, alerting, and procedures.
- Senior CDN investigation engineer. Successfully resolved numerous engagements between Akamai and other high-profile customers and partners which monitor CDN content through Synthetic testing.
- Performed a Content Delivery Network "bakeoff" between four CDN providers, using the Gomez application for measurement: testing results generated were then used as the primary criteria for the selection of the CDN provider for the Gomez web portal.

## Management Activities or Functions: Operations

Team leadership, recruitment, training,  
documentation, and process maturation.

- Created the Data Analysis team within Gomez. Data Analysis Team Lead for all Client Services issues, both internal and customer-related.
- Tier III-level Subject Matter Expert for all product lines. Identified new Data Analysis requirements to increase efficiency: trained team members in expanding and developing new troubleshooting techniques.
- Expertise Leader in troubleshooting scripting and implementing synthetic testing by Gomez customers. Including developing complex solutions for advanced customer requirements as well as consulting with customers to resolve specific requirements.
- Implemented initial Change Management program for Gomez and defined structure and process. Directed Meetings, acted as stakeholder for Client Services and NOC, Responsible for drafting and executing CMR.
- Instrumental in nine major performance improvement efforts of the Gomez platform, beginning with detection, troubleshooting and diagnosis, the development of Service Improvement Plans, and the execution and coordination of infrastructure improvements. These performance improvement efforts aided Gomez in meeting all of its SLA goals in Q3 and Q4 2008, and Q1 2009. Set up automated production testing of the new web Portal rollout Q1 2015, and set up Application monitoring of the web Portal in 2016.
- Dynatrace Employee of the Quarter for SaaS Client Services, Q1 2014. Employee of the Quarter for Dynatrace for Network Operations, Q1 2015, numerous other recognition for individual contribution.

2006 - 2008

### Senior Technical Support Engineer

Mirror Image Internet

- Responsible for monitoring network events via Keynote and other diagnostic tools. Addressed and escalated technical Content Delivery issues via phone and email, performed root cause analyses, and engaged Sales, Network Operations and Engineering to resolve customer issues.
- Configured and provisioned all customer services, identified and developed specific customer solutions based on individual caching and delivery requirements;
- maintained customer configuration documentation for future provisioning and troubleshooting purposes.
- Developed training documentation and methodology for supporting multi-tiered Content Delivery services, including customized testing and support guidelines for each level.
- Member of the "Tiger Team" development group; responsible for identifying issues with and suggesting improvements for the existing content delivery network.
- Acted as the initial point of escalation for complex customer issues from support team, and served as a training resource to answer support representative questions regarding products and services. Took part in an on-call rotation to provide 24/7 customer support during non-business hours.
- Recognized multiple times by customers for providing exceptional customer support.

2004 - 2006

### Senior Technician

One Communications (formerly Conversent)

Data Support and Circuit Escalation Team, Boston, US

- Managed issue reporting, escalations and resolution between Conversent and Verizon/ (local LECs) for service interruptions involving voice, data, and integrated T1 services.
- Acted as an escalation point for advanced problem resolution within the technical support groups, specifically for support process failure or long-term action plans for customer satisfaction.
- Provided guidance for customers in network integration and administration of Conversent products: domain hosting, DNS, email hosting, TCP/IP networking, VPN and Managed Firewall.
- Monitored incoming LEC and customer calls in response to trouble tickets and escalations. Provided senior oversight on customer cases to ensure support quality.
- Acted as a Tier I problem resolution specialist for a CLEC: identified escalated and resolved technical issues for voice and data products, assisted customers in the creation, installation and support of Internet-based services: managed Firewall, VPN,
- T1, IDSL, SDSL, ADSL, web hosting, email, and domain name registrations.
- Recognized multiple times by customers for providing exceptional customer support.

1999 - 2003

### Project Coordinator

Genuity (formerly GTE Internetworking - BBN Technologies)

Project Coordinator - Customer Support Center

Customer Service Team Leader  
Customer Service Representative

- Managed issue resolution between Verizon-resold customers, Genuity operations support, and the Verizon sales forces as single point of contact. Awarded official recognition for contributions towards the success of the first year of the Genuity-Verizon sales agreement, a \$500M contract.
- Resolved systems support and administration issues with the first-generation Genuity Customer Web Portal. Participated in the development of the second-generation Web Portal as a member of the project leadership team; reprioritized the project, created support systems and protocols, and resolved access and administration issues.
- Participated in the development of a replacement CRM application (Siebel); worked directly with developers to create "smart scripts" to be used as a training wizard by customer call centers. Assisted the IT development group in the ongoing reconfiguration of the current CRM application (Vantive) to unify several system databases into one singular CRM instance.
- Assisted Customer Service Representatives in properly opening and escalating customer tickets; acted as the initial point of escalation for complex customer issues;
- provided appropriate system/application and network tools to new Representatives and acted as a mentor during their first three to five months after training.
- Acted as a Customer Care representative for a Tier I Internet backbone provider: assisted Enterprise-level customers in initial troubleshooting and reporting of issues related to their Internet services and connections, often involving several different products (web hosting, co-located servers, dedicated Internet connections, VPN, firewall, and resold dial-up services).
- Awarded five times for superior customer service within the Customer Service organization.

Education

2014 - 2020	<div>Dynatrace (Compuware, Gomez), Waltham,<ul style="list-style-type: none"><li>• Completed Compuware "Transition to Leadership" program: DiSC-Powered Consulting, DiSC-Powered Leadership, Situational Leadership, Crucial Conversations and Forging Breakthroughs modules.</li><li>• Certificates of completion in the Harvard Manage Mentor topics Coaching, Delegating, Laying off Employees, New Manager Transitions, Performance Appraisal, and Retaining Employees, and the TRACOM Group program Developing Behavioral EQ.</li><li>• APM Certified; acted as a Subject Matter Expert to design and test Certifications before release.</li><li>• CSME, / 2009 - ITIL V3 Foundation certified.</li></ul></div>
1998 - 1999	<div>Bachelors of Computer Science University of Massachusetts Amherst, MA Progress made to complete Computer Science degree.</div>
1989 - 1992	<div>Bachelors of Computer Science Wentworth Institute of Technology Boston, MA Progress made to complete Computer Science degree.</div>

Qualifications

Skills

- ITIL certified Incident Manager - Expert at taking ownership of difficult technical challenges involving multiple business units and driving them to successful solution.
- NOC Engineer - Expert in monitoring techniques, troubleshooting, problem resolution, and technologies as well as automation strategies for physical and cloud, windows and linux environments.
- Technical Support - Proven Expert in resolving difficult customer engagements and relationship building.
- SQL investigation - Memorized database schema. write custom SQL queries to investigate data anomalies for Dynatrace customers and platform. Proposed changes to data model.
- Splunk - moderate user - queries and troubleshooting.

Dynatrace and AppDynamics - Adept at troubleshooting - implementation and setup - detection and configuration of business transactions, alerting and automation.

Content Delivery Networks - expertise in methodology and troubleshooting.

Lead subject Matter Expert within Dynatrace for CDN - engagement and troubleshooting.

Change Management, SLO Management, Change Management, Process Management, Problem Management - directed - defined processes - as leader and stakeholder. Significant experience in planning and implementing ITIL framework solutions.

Internet Performance Analyst - deep understanding of internet technology, how problems arise, and paths to solutions.

## Certifications

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- APM Certified - Dynatrace
- ITIL V3 Certified 2014