ROBERT GANTZ

Systems Engineer · IT Operations, Service Management & Automation

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SUMMARY

Systems engineer with 13 years in network operations at Charter Communications. Keeps core and backbone networks serving millions of customers stable through change, incident, and service management, and automates the manual work out of those processes. That automation drove a department-wide title change, including a promotion from Change Control Analyst II to Systems Engineer. Most recently designed and built a change-governance platform that screens 700+ changes a day and replaced the team's manual pre-approval review.

Change & Release Management · CAB Governance · Incident & Problem Management · Root-Cause Analysis · Process Automation · CI/CD

EXPERIENCE

CHARTER COMMUNICATIONS · St. Louis, MO · 2012 – Present

Systems Engineer · 2025 – Present

- Replaced the change team's manual pre-approval review by designing and building a governance platform that screens 700+ maintenance changes a day against a 31-check rules engine across 9 verticals, with 12 dashboards refreshing unattended every 7 minutes.
- Added an evidence layer that reads each change's attachments (impact sheets, splice matrices, methods of procedure, Executive approvals) through xlsx, PDF, docx, and Outlook parsing plus OCR, so a check passes on what the documents actually say rather than only what was typed into the ticket.
- Cut reviewer workload by cross-referencing every change against network topology, lockdown and maintenance-window calendars, and impact data to classify it, flag conflicts across verticals, and rank review priority, turning a queue of hundreds into a ranked worklist for each coordinator.
- Built a Power Apps and Python tool that became the single source of truth for where core and backbone hardware physically sits, refreshed by Power Automate, ending reliance on tribal knowledge and spreadsheet lookups.

Change Control Analyst II · 2016 – 2025

- Ran the full lifecycle of network change requests for backbone and core transport, holding every change to CAB (Change Advisory Board) policy from submission through approval.
- Built conflict-detection automation (Power Automate, Python, Excel macros) that removed about 2 hours a day of manual cross-referencing per analyst; recognized with the Charter Champions Award (2017).
- Assessed impact and risk on planned maintenance with engineering teams to minimize disruption and protect SLA commitments.

- Moved the team's Python reporting and automation scripts onto GitLab CI/CD pipelines with lint, test, deploy, and scheduled stages, replacing ad-hoc runs with version-controlled, auditable releases.
- Replaced a fully manual reporting workflow with Python and SQL jobs that query SSMS and publish to SharePoint on a schedule.

Associate Network Operations Engineer · 2014 – 2016

- Monitored backbone, core, VoIP, and inside-plant infrastructure around the clock for degradation, threshold breaches, and customer-facing outages using Splunk, SNMP traps, and syslog.
- Led escalation and coordinated real-time resolution with Tier 2 and Tier 3 engineering during Sev1 and Sev2 incidents, holding to OLA and SLA targets.
- Triaged alarms and performed root-cause analysis, shortening time to escalation through pattern recognition and documented runbooks.
- Kept engineering leadership and executives informed with real-time status updates during major outages.

Repair Rep → Lead Rep → Communications Desk Specialist · 2012 – 2014

- Promoted to Lead Rep within the first year, then selected for the Communications Desk, the company-wide hub for major customer-facing outages and executive escalation.
- Coordinated incident communication for every department and leadership during major outages, producing real-time executive status updates within OLA timelines.

INDEPENDENT PROJECT

Personal Desktop Dashboard · 2024 – Present

Python · Flask · APScheduler · SQLite · GitLab CI/CD · Claude API

Full-stack desktop app with a Flask backend (~20 REST endpoints) serving live telemetry, calendar, and system data on APScheduler background jobs, plus a finance module that uses the Claude API to extract payees, amounts, and due dates from email. GitLab CI/CD runs lint and 63 pytest tests on every push; the app runs 24/7 as a Windows service.

TECHNICAL SKILLS

Languages & Data: Python (Flask, REST APIs, APScheduler), SQL (SSMS, Oracle, SQLite), Bash

Automation & Platforms: GitLab CI/CD, Git, Power Automate, Power Apps, SharePoint

ITSM & Monitoring: BMC Remedy, Splunk, SNMP, syslog, CMDB

AI-Assisted Development: Claude Code, Kiro, MCP, Anthropic API

EDUCATION

Associate of Applied Science, Management Information Systems · 2010

St. Charles Community College, St. Peters, MO