

# Austin M Brower

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## SUMMARY

Network and sales engineer with background in broadband expansion, systems administration, ISP operations, and cybersecurity. Focused on cross-domain approaches to connecting businesses, communities, and individuals securely and reliably to each other, new markets, and the world. Seeking new opportunities in networking, security, and public service where my skillsets can be applied to connect people better.

## PROFESSIONAL EXPERIENCE

### **Consolidated Communications**

July 2017 — Present

#### *Enterprise Sales Engineer*

Massachusetts

- Lead security SME team to share best practices within sales engineering organization.
- Qualified and designed complex, multi-site WAN for hospital and bank clients.
- Specified, configured, and supported Velocloud SD-WAN deployments for high touch enterprise customers.
- Acted as team lead within the Northern New England sales engineering team on L3VPN (MPLS-VPN) services.
- Led technical response to RFPs from health care and state government.
- Engaged in cross-organization cooperative relationships in order to ensure successful customer deployments.

### **Consolidated Communications (f/k/a FairPoint Communications)**

Dec 2014 — July 2017

#### *Sales Engineer II*

Maine

- Performed discovery, solution validation, and post-sale support for complex services including Hosted PBX, Carrier Ethernet Services, and Data Center.
- Engineered custom deployments for customers that use IP Transit, BGP Peering, Business and Residential Broadband.
- Determined best-match services for hospital, bank, and carrier clients utilizing a consultative process.
- Designed diverse and resilient network solutions for health care and banking customers.
- Maintained industry certifications in Adtran solutions.

### **Coastal Telco Services (Tidewater Telecom)**

Dec 2011 — Dec 2014

#### *Broadband Operations Manager*

Nobleboro, ME

- Designed and implemented BGP routing policies in order to improve customer experience.
- Designed and deployed FlowSpec and RTBH mitigation system for Distributed Denial of Service attacks launched toward customers.
- Strengthened business and operational relationships with critical transit carriers.
- Managed on-call rotation and escalation for ISP support, internal and external.
- Specified budgets and planning for large scale ISP network change, including sourcing, installation, and migration of ISP core routers from Cisco to Juniper.

### **Cornerstone Communications, LLC**

Aug 2008 — Dec 2011

#### *Network Manager*

Charleston, ME

- Grew broadband ISP 3.6x while managing budget and timelines.
- Engineered all aspects of the IP network including IGP, common services (DHCP, DNS, email), and custom services.
- Created and matured relationships with FairPoint NNE and other carriers to improve Internet access in rural Maine.
- Co-author broadband expansion grant applications that netted \$678,000 in funds to expand broadband to nearly 750 homes through digital subscriber line and fiber-to-the-home.
- Mentored junior field installers and provided direction and coaching regarding installation of WiFi and DSL.

## Points South

Apr 2002 – Aug 2008

### Office Manager

Sanford, ME

- Developed internal OSS for broadband ISP provisioning and troubleshooting, both dialup and DSL.
- Delivered excellent customer service, from sign up to technical support, maintaining the business' #1 rating in the area.
- Created business relationships with carriers that lowered costs and expanded services.

## VOLUNTEERISM

### Maine Technology Users Group (MTUG)

June 2016 – March 2023

#### *Treasurer, Director, and member of Program Committee*

- Ensure MTUG continues education and social networking activity for members of the IT professional community.
- Plan and execute a yearly IT Summit held in Portland, ME and ongoing in-person and virtual trainings.
- Develop speakers and solicit educational content from organizations within Maine.
- Represent Consolidated Communications on the MTUG Board of Directors.

### City of Somerville, MA

Nov 2021 – Present

### City of Bangor, ME

Nov 2009 – Nov 2020

#### *Election Worker - Various Roles*

- Train and direct election workers, tally and tabulate ballots, check in voters, and register voters.
- Develop knowledge of legal and administrative frameworks that govern elections.

## SKILLS

- Deep expertise collaborating with customers and businesses to find better ways to connect and share information.
- Extensive experience working with and within communications service providers from family-run to NASDAQ-traded and comfort with most aspects of telecommunications infrastructure from physical plant to BSS/OSS.
- 5 years in management positions. Provided direction and support for 3-4 employees, aided upper management in strategic direction, provided training, and ensured quality of support to customers.
- Specify, solicit, evaluate, negotiate, and deploy service provider services from carriers and equipment vendors.
- Specialization in MPLS-enabled services (e.g. VPWS/VPLS and L3VPN) for Enterprise businesses.
- Comfort with Cisco, Adtran, Calix, Zhone, Juniper GUI and CLI.
- Fluent in Windows, macOS, UNIX/Linux and standard MS Office applications, familiar with multiple scripting and programming languages (Python, Perl, PHP).

## EDUCATION

### Tufts University/The Fletcher School, Medford, MA

May 2025

#### *Master of Science in Cybersecurity and Public Policy*

### University of Maine Augusta, Augusta, ME

May 2022

#### *Bachelor of Science in Cybersecurity, Minor in Business Administration*

Magna Cum Laude

- Concentration in Information Assurance.
- Part-time student with six to nine credit hours per semester building hands-on skills in cybersecurity and IT policy development, network and host firewall, disaster recovery and business continuity, and law and forensics.
- Member of UMA's CyberMoose cybersecurity competition team, ranking in top 20 of National Cyber League's team competition two seasons running.