

Monte “Gage” Ashford

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SUMMARY

Network engineer with experience across ISP and enterprise IT environments, focused on efficient routing, service delivery, and automation. Currently responsible for building and maintaining service provider infrastructure that delivers fiber and fixed wireless connectivity.

WORK EXPERIENCE

Wi-Fiber

Jun. 2025 - Present

Network Operations Engineer

Johnson City, TX

- Support core network infrastructure for an ISP serving 1,700+ customers across fiber and wireless networks.
- Design and maintain site connectivity using MikroTik RouterOS, OSPF, BGP, MPLS/VPLS, and VXLAN.
- Developed custom web dashboards to ingest network management software APIs and monitor equipment.
- Improved network reliability through backup power deployments, fiber upgrades, tower link realignments, and enhanced monitoring and alerting.
- Consistently achieved 99.99% monthly uptime for core infrastructure and remote POPs.
- Manage virtual infrastructure, technical documentation, vendor purchasing, and cross-functional support with field, customer service, and NOC teams.

Illusory

Dec. 2024 – Jun. 2025

Lead IT Technician

Remote

- Provided Tier 2 support for a mobile proxy platform supporting 700+ deployed endpoints across the US.
- Troubleshoot connectivity and device issues, performed root cause analysis, and improved internal documentation and ticket flow.

Northwestern Mutual

May 2024 – Dec. 2024

Technical Support Analyst

Remote

- Managed 20+ new tickets daily while maintaining a 100% positive customer satisfaction rating.
- Provided Tier 1 remote software and hardware technical support to thousands of financial representatives.
- Supported Active Directory, SCCM, Beyond Trust, Intune MFA, and enterprise onboarding workflows.

EDUCATION

Western Governors University

May 2025

B.S Information Technology

CERTIFICATIONS & SKILLS

Certifications: CompTIA Network+, Security+ • AWS Certified Cloud Practitioner • MikroTik MTCNA, MTCRE

Networking: TCP/IP, MikroTik RouterOS, OSPF, BGP, MPLS, VPLS, VXLAN, Fixed Wireless, XGS-PON

Systems & Infrastructure: VMware, Proxmox, Ubuntu, DNS, Active Directory, SCCM, Intune

Tools: Zabbix, Graylog, NetBox, Sonar, Calix SMx, Calix Cloud, GraphQL, Node.js, HTML, CSS, SQL