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# Greg Hadlock

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Summary	Highly energetic and motivated professional with strong technical skills and over 15 years experience in the design, implementation, and operation of carrier class voice, SONET, DWDM, Ethernet, and IP/MPLS networks and supporting management systems		
Experience	2004–Present	Progress Telecom, LLC	St. Petersburg, FL
	Director, Network Operations		
	<ul style="list-style-type: none"><li>▪ Achieved consistent 99.999% network reliability of large fiber optic based SONET, DWDM, and IP/MPLS network between Miami, FL and New York City, NY with over 200 network locations</li><li>▪ Improved network capabilities and reliability by evaluating, testing, purchasing, and implementing new SONET, SDH, DWDM, IP/MPLS, Ethernet, and wireless technologies</li><li>▪ Developed and managed corporate \$9M capital budget and \$4M operational budgets</li><li>▪ Managed organization of 41 personnel, including 24/7 Network Operations Center, Field Operations staff, and Third Level Support organization consisting of IP Engineering &amp; Provisioning, Systems Administration, Technology Lab, and Wireless Networking Services</li><li>▪ Increased IP and Ethernet services volume by 700% by managing IP &amp; Ethernet services, purchasing IP transit, establishing peering relationships, developing product strategy and pricing, adapting SONET network elements for Ethernet capability, and identifying and selling to strategic customers for balanced traffic volume. Reduced IP transit costs from \$52/Mbps to ~\$16/Mbps while improving quality, network latency, and brand recognition</li></ul>		
	Director, Network Architecture & Technology		
	<ul style="list-style-type: none"><li>▪ Responsible for Information Technology (IT), Third Level Support, and Warehouse / Purchasing organizations</li><li>▪ Developed and managed capital budget of \$6M and operational budget of \$4M</li><li>▪ Saved over \$27M in equipment costs through grey market purchases and vendor negotiations</li><li>▪ Responsible for all network technologies including evaluations, testing, and implementation of new network platforms, software upgrades to existing network elements, and vendor relationships. Successfully upgraded over 800 SONET, DWDM, and IP network elements to latest software releases without service impact.</li><li>▪ Negotiated free replacement of \$12M in ultra-long haul DWDM equipment between Miami and New York providing substantial cost advantage in delivery of new services with greater reliability</li><li>▪ Led special task force for the evaluation of wireless based services, resulting in the purchase of a fixed wireless ISP in Orlando, FL and the development of new wireless based service offerings delivering TDM and Ethernet/IP based services delivered over licensed and unlicensed wireless links. Presented at</li></ul>		

IWPC conference on applications of millimeter wave technologies in carrier networks.

Director, Network Engineering

- Responsible for Network Engineering, Outside Plant Engineering, and Warehouse / Purchasing organizations
- Led network engineering team during the integration of Progress Telecom and EPIK networks, resulting in monthly operational savings in excess of \$1.2M and over \$13M in recovered equipment
- Integrated engineering staff and engineering standards of Progress Telecom Corp. and EPIK Communications, Inc.

2000–2003

EPIK Communications, Inc.

Orlando, FL

VP, Engineering & Operations

- Directed engineering, operations, warehouse, and purchasing organizations of 75 employees for facilities based telecommunications company offering SONET, SDH, DWDM, and IP / Ethernet services between Miami, FL and Atlanta, GA, maintaining consistent 99.99% percent network reliability
- Led restructuring effort of engineering and operations organization, reducing company size from 150 employees to 75 employees and reducing monthly expenses by \$2M+ through reductions in force and network cost reduction initiatives. Sold excess equipment inventory, generating approximately \$3M in cash at values higher than market averages
- Retained and provided management consistency through two separate change in control transactions, providing organizational leadership and transactional documentation to facilitate the sale of EPIK Communications, Inc. to Odyssey Telecorp in 2002, and the contribution of EPIK Communications, Inc. assets to Progress Telecom, LLC in 2003

Director, Network Engineering

- Promoted from Manager, Network Engineering to Senior Manager, Network Engineering to Director, Network Engineering with comparable job functions
- Hired and managed optical engineering, IP engineering, inside plant engineering, outside plant engineering, capacity planning and field operations organizations with a staff of 45 employees
- Developed all standards and procedures relating to engineering, operations, provisioning, service delivery, and quality assurance functions
- Evaluated, selected, purchased, and implemented all network SONET and DWDM technologies and associated network provisioning and network management systems

Senior Network Engineer

- Designed initial fiber optic network for EPIK Communications, Inc. including acquisition of fiber cable, electronics, generators, buildings, power plants, ancillary hardware, and services for implementation of Miami to Atlanta network, including approximately \$100M in capital expenditures
- Project managed implementation of several large network build projects
- Trained sales, sales engineering, and engineering employees on network technologies and services

1996–1999                      Nortel Networks, Inc.                      Alpharetta, GA  
Senior Sales Engineer

- Provided optical network design and proposals for utility based customers utilizing Nortel Networks high capacity SONET and DWDM equipment, including OC-3 through OC-192 SONET and DWDM solutions
- Assigned the largest and most strategic accounts in the utility sector including DukeNet, Touch America, San Diego Gas & Electric, EPIK Communications, and others
- Consistently exceeded sales quotas by providing best-in-class customer support and responsiveness and assisting customers in the development of cost effective and reliable network architectures

1991–1996                      BellSouth Telecommunications                      Atlanta, GA  
Staff Analyst (Software Developer)

- Responsible for the design and implementation of BellSouth's Corporate Time Reporting Application (TRIM), used by over 8000 corporate employees. Developed the Windows based client application and associated reporting tool utilizing Visual Basic and SQL queries to communicate with a centralized Informix database. Implemented Online Help for both applications significantly reducing calls to the Help Desk and providing up to date time reporting procedures to all users

Network Engineer

- Engineering responsibilities for the BellSouth telephone network for the city of Jonesboro, GA. Designed and provided engineering drawings for all copper and fiber optic cables, multiplexing equipment, telephone poles, conduit, and associated equipment including permit drawings. Planned for future expansion and sized both copper and fiber based facilities accordingly, determined best cable placement methods based on cost evaluation, ordered equipment, and scheduled construction
- Designed the telecommunications infrastructure for the Volleyball venue of the 1996 Olympics held in Clayton County

Engineering Co-op

- Worked as network engineer for BellSouth Telecommunications on alternating quarter between 1991 and 1996
- Trained other co-ops, and offered permanent position upon college graduation

Education

1989–1995                      Mercer University                      Macon, GA

- B.S., Electrical Engineering, Primary Major, with 3.37/4.00 GPA in major related coursework
- Computer Science, Secondary Major, with 3.85/4.00 GPA in major related coursework. All major related coursework completed for BA, CS

References

**Elizabeth Walker**  
Current Supervisor  
Progress Telecom, LLC  
SVP, Engineering & Operations  
(727) 471-5350

**Richard Cratem**  
Former Supervisor  
EPIK Communications, Inc.  
VP, Engineering & Operations  
(910) 710-2377