

Dwight Steele

HFC / FTTH Network Designer · CAD & GIS Plant
Design

Hamilton, OH (Remote or Greater
Cincinnati)
(513) 349-9379
DwightSteele@gmail.com
www.dwightsteele.com
linkedin.com/in/dwightsteele

PROFESSIONAL SUMMARY

Top-performing broadband network designer with 25+ years at Charter Communications / Time Warner Cable. Most recently HFC Designer III, delivering CAD/GIS strand, coax, and fiber designs while sustaining 100%+ average monthly production (peaks near 180%) against an 80% company standard. Created Midwest Regional Design Tools—a portable HTML/JS suite for naming, deliverables packaging XLSX/PDF automation, and design workflow helpers. Seeking **remote or Greater Cincinnati / local** opportunities in HFC/FTTH design, OSP documentation, or related broadband engineering coordination. Portfolio: www.dwightsteele.com.

TECHNICAL SKILLS

CAD / GIS

Bentley, Magellan / Spatial, AutoCAD, strand/coax/fiber digitizing, as-builts

Broadband Plant

HFC, FTTH, PON, CATV standards, fiber splicing docs, BOMs, SOWs

Ops Tooling

Lighthouse/Scope, Pathtrak, Remedy, CSG, queue monitoring, metrics reporting

Automation / Web

HTML, CSS, JavaScript; Midwest Regional Design Tools; PowerShell / Python scripting

Productivity

Microsoft 365, Cursor AI-assisted tooling, local LLM / agent workflows

Credentials

Autodesk Certified User · CompTIA A+ · NCTI Designer coursework

PROFESSIONAL EXPERIENCE

HFC Designer III

Oct 2023 – Aug 2026

Charter Communications (Spectrum) · Cincinnati, OH · Promoted Designer I → II (May 2024) → III (Aug 2024)

- Sustained **100%+ average monthly production** (peaks ~**180%**) against an **80% company standard** on the point-based assigned-work scale—including during initial training when full output was not expected.
- Recognized as a top performer following departmental workforce reductions; selected for continued design responsibility ahead of more tenured peers despite being newest on the team.
- Created **Midwest Regional Design Tools** (Designer Tools v1.5+): a portable offline HTML/CSS/JavaScript suite (built with Cursor AI) for coax/fiber/FTTH naming, deliverables packaging XLSX/PDF file automation, MST tail-footage calc, GPS/address conversion, Magellan reference, and PM email helpers.
- Prepared and maintained CAD/GIS engineering packages (Bentley, Magellan/Spatial, AutoCAD) for strand, coax, fiber, splicing documentation, and BOMs to Charter digitizing standards.

- Partnered with Tech Ops, Construction, Engineering, and Project Managers on strand maps, design maps, SOWs, vertical details, and as-built reconciliation; promoted Designer I → II → III.

Network Analyst II / ROC Specialist III

Feb 2014 – Oct 2023

Time Warner Cable / Charter Communications · Cincinnati, OH · Multiple promotions to ROC Specialist III

- Diagnosed, monitored, tracked, and trended regional network outages; coordinated repair with technicians, supervisors, managers, and contractors.
- Selected as **department trainer for new hires**; mentored new employees through onboarding and job readiness.
- Partnered with management to develop department metrics tooling and streamline processes, improving production by roughly **10–15%**.
- Supported ROC National standards for node health, dialer call-flow configuration, and Genacis closure workflows aligned to FCC guidelines.
- Created Remedy/IT tickets, engaged fix agents quickly, and delivered daily/weekly analytical reports using Lighthouse/Scope, Pathtrak, Remedy, Bentley/Magellan, and CSG.

Network Support Specialist III

Dec 2006 – 2013

Time Warner Cable · Cincinnati, OH · Promoted NSS-I → II (2008) → III (2009)

- Triaged outages and system issues; supported field technicians with work-order entry for affecting and preventive maintenance activity.
- Resolved subscriber service and billing questions; coached new employees with department trainers.
- Contributed to Avaya IP Agent improvements and training tools; maintained a photo directory for 120+ employees.

Senior Residential Account Coordinator / Home Network Coordinator

Oct 2000 – Dec 2006

Time Warner Cable · Hamilton, OH

- Installed and repaired VoIP phone, broadband cable-modem, and home networking equipment; Safety Committee member (2002–2004).

EDUCATION & CERTIFICATIONS

High School Diploma — Hamilton High School, Hamilton, OH

1996 – 2000

- Autodesk Certified User · CompTIA A+ (Core 1 / Core 2)
- LinkedIn Learning AutoCAD coursework · NCTI Designer II coursework completed