

Owen Mettam

Sylva, NC | (919)-579-1011 | owenmettam@gmail.com | <https://www.linkedin.com/in/owen-mettam/>

SUMMARY

IT engineer with experience in driving AI-powered support solutions, collaboration technology, and technical training and speaker at conferences, with hands-on experience implementing GenAI and MCP workflows in enterprise environments.

EDUCATION

Western Carolina University, Cullowhee, NC 2018 - 2020

- *BS in Business Administration, Computer Information Systems*

Vance-Granville Community College, Henderson, NC 2016 - 2018

- *Associate in Arts*

TECHNICAL SKILL

- *Technologies: Webex, Okta, Entra ID, Microsoft Active Directory, VoIP/SIP, GenAI, MCP, TCP/IP, DNS*
- *Tools: Webex, Windsurf, VSCode, Github, Kibana*
- *Skills: Incident Management, Adaptability, Speaker and Presenter, Customer Support, Technical Training, Prompt Engineering*

WORK EXPERIENCE

Cisco - Technical Consulting Engineer July 2020 - Present

- Collaborated with customers to understand their technical requirements and provide tailored solutions to their Webex issues, installed and upgrade endpoints, and resolved problems promptly, with over 96% customer satisfaction with Webex support and a high volume of cases.
- Designed GenAI and MCP-powered support workflows to automate Webex user management tasks, reducing average resolution time and enabling engineers to handle higher case volume without additional headcount.
- Selected as a speaker at WebexOne 2025 (San Diego) — presented "Webex for Partners: Relationships, Settings, and You" to an audience of Cisco partners and engineers.

Western Carolina University August 2018 – May 2020

Senior Data Analyst – College of Business (May 2019 – May 2020)

- Managed the internal database team, including staffing and training of 2 employees, supporting the front-end team.

Student Technology Assistant (August 2018 – May 2020)

- Provided technical support and troubleshooting for hardware, software, and network issues to students, faculty, and staff.

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA)
- Cisco Certified AI Technical Practitioner (CCAITP)
- Cisco Certified Specialist – Collaboration Hybrid and Cloud (CCS-CHC)
- ITIL v4 Foundations
- Microsoft Azure Fundamentals (AZ-900)
- Microsoft Security, Compliance, and Identity Fundamentals (SC-900)