

ALEXANDER HACKENBERG: CURRICULUM VITAE

1. Personal Information

Full Name	Alexander Hackenberg
Date of Birth	November 22, 1967
Place of Birth	Mödling, Austria
Contact Email	hacki@hacki.at
CCSI Number	98961 (Status: ACTIVE)
Instructor CSAT	9.78 / 10.0 (Current)

2. Professional Experience

2002 – Present: Freelance Senior Instructor & Technical Consultant

- **Strategic Global Education:** Orchestrated high-level technical knowledge transfer for premier learning partners including **ExperTeach** (tenure of 10+ years), Firefly, Fast Lane, Global Knowledge, Crosstalk, and Pegasus.
- **Infrastructure & Storage Mastery (2002 – 2008):** Delivered expert-level training in IPv4/v6 Routing, Switching, and MPLS. Architected and taught complex load-balancing solutions utilizing Cisco CSS, CSM, and ACE. Mastered Storage Area Networking (SAN) via Cisco MDS switches and earned certifications to deliver NetApp storage and Metro Cluster curricula.
- **Data Center & Virtualization Transition (2008 – 2014):** Led the industry shift toward hardware abstraction. Developed deep instructional expertise in Cisco UCS and virtualization stacks, including VMware vSphere (V4/V5), KVM, and Hyper-V.
- **SDN & Fabric Architecture (2014 – 2020):** Specialized in Software-Defined Networking (SDN) and modern Data Center fabrics. Delivered early-adopter training for **Cisco ACI** and **VXLAN (MP-BGP EVPN)** on Nexus 9000 platforms. Conducted elite "test drive" sessions for Cisco EMEA across ACI, Hyperflex, and SD-WAN.
- **NetDevOps & Automation Leadership (2020 – Present):** Architected the transition to Infrastructure as Code (IaC). Instructional focus includes Docker/Kubernetes containerization, Python programming for network engineers,

CI/CD pipelines, Git, and Ansible. Expert in leveraging telemetry and log analysis tools for modern observability.

- **AI Solutions & LLM Integration (2025 – 2026):** Pioneered the delivery of Cisco's AI-focused infrastructure curriculum (**DCAIE**). Mastered and synthesized the application of Large Language Models (LLMs), RAG architecture, and Generative AI tools (ChatGPT, DeepSeek, Claude) for enterprise network environments.

1998 – 2002: PRO IN – Cisco Learning Partner

- **The "Traveling Era":** Executed global training delivery across Austria, Germany, Switzerland, and Spain, establishing a reputation for technical precision in international markets.
- **Multi-Protocol Synthesis:** Mastered and taught the full spectrum of networking protocols (RIP, OSPF, IS-IS, BGP, PIM, STP, QoS, ATM).
- **Legacy Protocol Sunsetting:** Successfully transitioned organizations away from IPX and AppleTalk (a protocol whose obsolescence marked a significant milestone in network efficiency).
- **Expert Benchmark:** Achieved **CCIE status (No. 8071)** in 2001, passing the rigorous lab examination on the first attempt—a rare feat reflecting profound technical discipline.

1992 – 1998: Austrian Postal Savings Bank (PSK)

- **Role:** Senior System Programmer (IBM Mainframe 3090/Amdahl - MVS).
- **National-Scale Infrastructure:** Engineered and maintained the mainframe network components (**VTAM and NCP**) supporting a mission-critical infrastructure of over **1,500 post offices** nationwide.
- **Foundational Protocol Mastery:** Conducted intensive work with Token Ring (MSAU) and X.25. Developed a granular understanding of **SNA and PNNI**; this experience with encapsulation and protocol translation provided the foundational logic required to later master modern SDN and VXLAN overlays.
- **Cisco Integration (1994):** Spearheaded the bank's transition to Cisco Routers/Switches and the adoption of TCP/IP.
- **Diagnostic Authority:** Cultivated advanced cross-platform troubleshooting skills spanning MVS, VAX/VMS, OS/2, Windows (3.1 to NT), and early Linux (Slackware).

1987 – 1992: Metro Cash and Carry Austria

- **Role:** Junior System Programmer (VM/VSE IBM Mainframe 4381).
- **Mainframe Engineering:** Installed and maintained IBM 4381 systems and programmed POS systems using IBM Assembler and C Language.
- **International Deployment:** Served as the lead technical resource for the seven-week international installation of the mainframe environment for Metro Turkey in Istanbul (1990).
- **Technological Evolution:** Managed the first enterprise deployments of Intel 80286 PCs running MSDOS and early Token Ring networking.

3. Education & Military Service

- **Mandatory Military Service (1986 – 1987):** Served in the Austrian Army.
- **School for Electronic Data Processing, Vienna (1985 – 1986):** Intensive technical schooling focused on Mainframe Computing (IBM Mainframe Operating Systems, Assembler, Cobol, and PL/1).

4. Awards & Recognitions

- **2023 Cisco Distinguished Instructor Award:** Recognized for delivering "Best in Class" training based on an annual average score of **4.8+** in all customer satisfaction **Metrics That Matter (MTM)** surveys.
- **2023 Data Center Instructor Excellence Award:** Awarded for elite performance and technical expertise specifically within the Cisco Data Center technology track.

5. Technical Certifications & Exam History

Expert-Level Certifications

- **CCIE Routing and Switching:** No. 8071 (Certified Aug 23, 2001). **Continuous expert status maintained** via re-certification exams in 2004, 2007, 2009, 2011, 2013, and 2016.
- **Certified Kubernetes Administrator (CKA):** Certified August 2025 (LF-pllqicqgdc).

Active Cisco Certifications & Specialists

Certification	Expiry Date	Certification	Expiry Date
CCNA	March 03, 2029	CCNP Data Center	Aug 13, 2028
CCNP Automation	Aug 13, 2028	Specialist: DC Design	Dec 28, 2028
Specialist: DC ACI	Dec 28, 2028	Specialist: DC Core	Dec 28, 2028
Specialist: DC Auto	Dec 28, 2028	Specialist: Auto Core	Dec 28, 2028
Specialist: DC Ops	Dec 28, 2028		

Authorized Instructor (CCSI) Course Portfolio (Current & Active)

Code	Course Description	Code	Course Description
DCAI/E	AI Solutions on Cisco Infrastructure	PRNE	Programming for Network Engineers
DCACI	Implementing Cisco ACI (Standard)	DCACIA	Implementing Cisco ACI (Advanced)
DCCOR	Cisco Data Center Core Tech	DCID	Designing Data Center Infrastructure
AUTOCOR	Network Automation Systems	DCNAUTO	Automating DC Networking Solutions
DCNDA	Nexus Dashboard Advanced	DCNDE	Nexus Dashboard Essentials
DCACIO	ACI Ops & Troubleshooting	DCACIT	Troubleshooting Cisco ACI
DCNX	Implementing Cisco NX-OS	IPYNE	Intermediate Python (NetEng)
BGP	Configuring BGP on Cisco Routers	802.1X	Intro to 802.1X Operations
CCNA	Implementing Cisco Solutions	IP6FD	IPv6 Fundamentals & Design
ENC9K	Implementing Catalyst 9000	MCAST	Implementing Cisco Multicast

AI & Emerging Technology Mastery (2026 Certifications)

- **Coursiv Meister (Master) Designations:** ChatGPT (Feb 14), DeepSeek (Feb 20), Gemini (Feb 22), Midjourney (Feb 22), Lovable (Feb 22), Veo (Feb 25), Jasper AI (Mar 02).
- **ExpertTeach Specialty:** KI-Tools und LLMs (ChatGPT, Gemini, Claude) - April 2026.
- **Advanced AI Engineering:** Fundamentals of RAG (Retrieval-Augmented Generation) - KodeKloud, Feb 2026.

Historical & Legacy Mastery

- **Data Center Foundations:** VMware vSphere V4/V5 (Certified 2010/2012), NetApp SyncMirror/Data ONTAP.
- **Specialist Credentials:** Cisco & NetApp FlexPod Implementation/Design (Expired 2018); Unified Fabric Technology Design (Expired 2015).
- **Legacy Career Milestones:** CCDP (2005), CCNP R/S (2003), CCNA R/S (2003).

Professional Exam Log (Selected Highlights)

- **Modern Era:** DCACI (Sept 2024), DCAIE/AI (Feb 2026), Network Automation (Sept 2020), DCCOR (July 2020).
- **Expert Maintenance:** CCIE R/S Written (2004, 2007, 2009, 2011, 2013, 2016).
- **Foundation Era:** Multicast/QoS (Dec 2002), SNA Configuration (Sept 1999), ACRC (Sept 1998), ICRC (March 1998).

References:

- Credly Certs: <https://www.credly.com/users/alexander-hackenberg/badges/credly>
- Pictures of Certs: <https://photos.app.goo.gl/yivmmftISvFHCYQz1>