

# Jessica Claire

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## Profile

Ability to prioritize and multi-task in any environment. Ability to learn quickly. Ability to work independently with minimal supervision or with others on any managerial level. Experience with Microsoft applications.

## Skills

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## Accomplishments

## Skills

ATM, broadband, C, cables, Cisco routers, Citrix, dispatching, Ethernet, Flash, FRAME RELAY, GSM, HP OpenView, Inventory, IP, ISIS, office, 2000, word, MSN, network, networks, quality, Siemens, switches, T1, troubleshooting, UMTS, upgrades, VPN

## Additional Information

- OSI Knowlegde.

## Professional Experience

**Network Engineer/Designer**, 04/2011 to 05/2013

**Intuitive Surgical** – Pensacola, FL

- Created T1 and T3 segments and paths for UMTS designs; created Granite Work Orders.
- Performed cleanup for MSPP Bypass by removing cross connects from the 1678 DACS and deleting VLANs from the ES64 card.
- Issued CIQ's for the disconnection of Ericsson and Lucent T1's and Lucent T3's for AT&T network upgrades to Ethernet; provides specific information for T1's such as the RNCs, Node Bs, MSNs, and OC3 info and specific information for T3's such as the VCs, MSNs, SIAD and OAM info, by accessing the MSN.
- Verified the cross connect information on CIQs matched the information in NetAnalyst; made corrections accordingly.
- Tracked all T1 and T3 CIQ rejections to verify sites were resubmitted in a timely manner; created daily T1 rejection report; updated and submitted a weekly T3 tracker with statuses on all sites.
- Created and submitted work orders for T1 disconnections using IWOS.
- Submitted and closed trouble tickets for T1 disconnections using CTS.
- Deleted T1 paths and segments, in Granite, for the purpose of system clean up and archiving.
- Updated MRIM with site names, pertinent dates and statuses.
- Prepared circuits for re-homes by verifying and/or inputting new DACS cross connects; verified ports were in service and provisioned; monitored new DACS cross connect, at cut point, for traffic.
- Loaded ET-MFX cards and NTE equipment; loaded IP addresses and other information into SIADs; built cables, segments, Ethernet paths (Node B to SIAD), 1GIGE paths (SIAD to IPAG), and child and parent paths (IPAG to RNC) for Ethernet designs.
- Used various systems such as NetAnalyst, Granite, WebXng, AOTS, IWOS, UTrack, Trifecta, CTS, Putty, MRIM, ESNAP, E-PADD, ECRM, Citrix, and Go Global.

**Service Operations Technician**, 10/2010 to 04/2011

**The Kraft Heinz Company** – New Ulm, MN

- Provided 24x7 first line support by initiating corrective actions to resolve problems with customer products and equipment.
- Responsible for opening, tracking, updating and escalating trouble tickets to ensure timely restoration of services, as well as keeping the customer informed.
- Responsible for proactively monitoring customer networks and equipment to respond accurately and quickly to alarms.
- Responsible for troubleshooting the customers equipment on T1/E1, T3/E3, OC3, OC12, OC48, OC192, FastEthernet and GigE circuits on the various platforms of MPLS, ATM, FRAME RELAY, DIA and VPN.
- Responsible for logging into Cisco routers to verify status, identifying problems and assisting customers with trouble isolation by performing loop test, ping test and performing trace routes.
- Use various systems such as HP OpenView, Smarts, Expedio, ISIS, Chameleon, Circuit Id Finder, Didgeridoo, Freya, MPLS Diagnostic Tool, Flash GBS, Appeal.

**Network Control Engineer**, 07/2010 to 10/2010

**TEKsystems/AT&T** – City, STATE

- Assisted customers/vendors in the maintenance of broadband services in a 24x7 environment.
- Received customer trouble reports, analyzed, isolated troubles and directed the restoration of service by tracking, updating and escalating trouble tickets.
- Tested and assisted customers with troubleshooting their equipment on T1, T3, OC3, OC12, OC48, OC192, GigE, and MetroE circuits.
- Worked in various pieces of equipment such as Tellabs 5500, 5320, 532L, Alcatel 1630, 1631, 1671, 1677 with TL1 command knowledge.
- Experience with Ericsson UMTS/GSM, Lucent UMTS, Nokia GSM and Siemens GSM.
- Used various systems such as Remedy, Site Locator, NetAnalyst, Granite Inventory, WebXng, Greta, EBTA, VTAG, CEMR, BERT.

**Electronic Technician**, 02/2001 to 10/2009

**ATT** – City, STATE

- Assisted in the installation, testing and adjusting of equipment and facilities used in providing high quality broadband switching networks and special services.
- Installed T1, T3, OC3, OC12, OC48, OC192, DSO - DS3 and MetroE circuits; tested with field techs, central office techs and customers when necessary.
- Reviewed and analyzed word documents in performing network operations.
- Made routine design changes to circuit paths when needed to ensure installation of high quality broadband services.
- Worked in various pieces of equipment such as MUXES (DDM2000, DMX, FLM150, FT2000, Fujitsu), DACS' (Alcatels, Tellabs, DACS4, DX1, DAC2), and switches (5E, DMS).
- Systems used include WFA-C/DI/DO, GRETA, REACT, INTAS, NMA, BOCRIS, DBSCID, TIRKS, TEMS, ACTS, EXACT, MSOC, SARTS.
- Routinely completed DACS and MUX mapping and placed DACS and MUX loops for continuity verification and to isolate and resolve continuity problems.
- Managed, coordinated and performed facility grooms-DACS cuts and office assisted; followed up with, resolved and completed failed facility grooms.
- Coordinated the dispatching of field techs to various locations for installation and troubleshooting.

## Education and Training

**Bachelor of Science**: 7 1997

**Marshall University** - Huntington, WV

## Affiliations