

## SKILLS SUMMARY

- Proficient in troubleshooting, testing, isolating and repairing telecommunications and data networks, alarm radios and smartphones.
- Assisted with the design of networks, utilizing routers, switches, wireless APs, firewalls, etc.
- Ability to communicate effectively with all key stakeholders at all levels.
- Provided premier support and solutions to customers for DSL, Fiber (data, video, and VoIP) service.
- Team player in multi-team environments.

## PROFESSIONAL EXPERIENCE

### **Frontier Communications; Fiber Optic Services Technician** 01/2013-07/2019

- Promoted to Rapid Response Team; specializing in 1st call resolution for Identity Protection and other services.
- Promoted to Fios/Vantage Fiber Optic Team.
- Troubleshoot Frontier's business and residential ADSL/ Fiber Optic customer's network connectivity issues, Video, VoIP, POTS phone services, Optimize Wi-Fi connectivity via site/ & congestion surveys in routers.
- Access Alcatel-Lucent DSLAMS, tear down/ rebuild ports and escalate to higher level engineers when necessary.
- Provide support to all technicians seeking guidance within their job role via Chats.
- Proficient in remote access support.
- Rewarded for sales of company upgrades and services.

### **ADT Security-- Aerotek Services; Field Support Technician** (temp position) 03/2012 -06/2012

- Register troubleshoot ADT alarm radios in conjunction with field techs as they install.

### **Paetec Communications; NOC Technician 1** 04/2011-10/2011

- Responsible for analyzing, testing, isolating and correcting all Paetec network issues; this would include local, long distance, data and enhanced services, using the Metasolv's MSS ticketing system.
- Tested T-1s using REACT to make sure they are operating efficiently, or to determine where problems existed and recommend solutions.
- Made configuration changes as needed to Cisco and Adtran routers, Alcatel 1630 and 1631 DACS.
- Escalated customer service troubles internally; and externally to other Telco NOCS, such as AT&T, Verizon, Sprint, Global Crossing, T-Mobile using their online ticketing systems and/or over the phone.
- Monitored and managed trouble ticket queues; using various software applications such as BORIS (Putty), Oracle Messenger, VPN customer data base, Data Stats (network reporting) and the Team Portal Server.

### **Sutherland Global Services; Blackberry Technical Support Specialist** 08/2010 - 04/2011

- Diagnosed via troubleshooting techniques, repair & configure, Research in Motion's BlackBerry Smartphones for all clients transferred from RIM's telecommunications partners; AT&T, Verizon, Sprint, T-Mobile, etc.
- Extensively documented all procedures, utilizing RIM's Remedy database.
- Educated and assisted all clients with navigation of RIM BlackBerry web site.
- Led customers to knowledge base articles about BlackBerry's and general use of the device.

### **Sutherland Global Services; Cisco System's Pre-Sales Technical Support** 04/2000-08/2010

- Advised Cisco clients of 2 -3 networking product solutions and services that fit their parameters.
- Assisted with network design and the navigation of Cisco System's web site.
- Provided pricing and sales of networking equipment via phone (inbound/outbound), click to chat and e-mails.
- Interacted cross functionally with all teams (Cisco Technical Assistance Centers, Customer Service Centers, Inside Sales and Channel Partners) to satisfy customer needs.
- Generated leads for major sales of Cisco products and equipment.

## Education/Certification

- Graduate of Eastridge High School
- New Horizons CCNA Boot Camp completed
- Past Cisco Sales Expert certification
- Network Technician-Monroe #1 BOCES
- Client Support Administrator- IT2