

JASON BLACKLEDGE

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FIELD OPERATIONS PROFESSIONAL

A proven leader with experience delivering results in high-pressure environments. Consistently strives for continual improvement utilizing market metrics, cross training, innovative problem solving, and resource utilization. Successfully manages customer and vendor partnerships by developing strong working relationships. Excels in challenging and ever-changing work environments.

- TCP/IP Networking
- On-time Project Delivery
- Working Cross Functionally
- Troubleshooting and Incident Resolution
- Metric Management
- Customer Service

PROFESSIONAL EXPERIENCE

King County Metro, Seattle, WA

2020-Current

Electronics Communications Technician

Member of a team working on the next generation wireless project to upgrade end-of-life wireless equipment with new cellular 4G LTE-based wireless equipment on the King County Metro bus fleet.

- Perform removal of communications equipment and associated cabling on King County vehicles
- Perform Installation and provisioning of next generation wireless system WiFi routers on King County Metro Buses
- Perform troubleshooting of any installation issues
- Maintain documentation to track removed and installed assets

MOBILITIE, Bellevue, WA

2016-2019

Commissioning and Integration Specialist

Coordinated and scheduled troubleshooting of small cell sites failing commissioning and integration (C&I), Interfaced with Mobilitie customers on process improvement and deployment installation escalations.

- Developed and documented Fastback microwave training and troubleshooting guide for Mobilitie deployment teams.
- Collaborated on the development and deployment of Mobilitie's C&I strike team process which tracks and drives resolution of small cell site C&I failures.
- Successfully managed C&I failure tickets on a regional level ensuring they were resolved in a timely manner.
- Engaged on a regular basis with Mobilitie customers to review and improve existing C&I processes and performance.
- Acted as a subject matter expert for general contractors encountering issues with C&I and acceptance testing of small cell sites.

ERICSSON INC., Bellevue, WA**2011-2015****Operations Manager**

Lead the RF Field Operation team of 11 remote technicians for Western Washington.

Maintained network performance of 1260 cell sites; managed hiring, budgeting, and staffing.

- Administered the Seattle market integration of Clearwire field technicians into the Ericsson ways of working.
- Improved employee engagement scores year over year from 35% to 72%.
- Reduced repeat network trouble ticket count from 10.5% to 2.6%.
- Acted as subject matter expert for technicians on advanced network, RF and Microwave troubleshooting issues.
- Reviewed technician trouble ticket documentation to ensure accurate troubleshooting resolution notes were captured.

CLEARWIRE LLC., Kirkland, WA**2006-2011****Field Technician**

Managed daily operations for a cluster of 45 cell sites, ensured performance network KPIs were met, provided troubleshooting support for network outages.

- Responded to NOC generated trouble tickets, performed troubleshooting on issues, and facilitated repairs of Microwave, RF, and IP network equipment.
- Provided on site support for maintenance and incident response of the regional network Point of Presence Data Centers
- Managed ServiceNow trouble ticket progress and resolution
- Contributed to Western Washington market consistently meeting a network availability goal of 99.995%
- Worked with commissioning team to integrate cell site switches and routers, capacity adds, and microwave links into the network.

EDUCATION / TRAINING**Master of Science, Computer Systems**

City University of Seattle, Seattle, WA

Bachelor of Science, Electronics Engineering Technology

Central Washington University, Ellensburg, WA

CompTIA A+ ce Certification**CompTIA Network+ ce Certification****SKILLS**

Microsoft Word
Microsoft Excel

PowerPoint
ServiceNow

Google Earth
Microsoft MapPoint