

DANE CLARK

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9212 Midnight Cellars St., Las Vegas, NV, 89139

Over 20 years of experience in Information Technology and Telecommunication fields network and cabling with a proven track record of quality installations, maintenance, repair and high-level problem solving. A creative visionary with exceptional ability to communicate, identify and resolve problems with a high degree of professionalism and insight.

Skills

- Computer Networking and Security
- SMS Tools
- Cisco VPN
- Excellent Problem Solving
- System Upgrades
- Data backup and retrieval
- Remote Access Technology
- Excellent diagnostic skills
- Access Control
- Troubleshooting and repair
- Scheduling
- Switches including HP
- Switch Port Patching
- Technical documentation
- Dynamic and static protocols
- Command Line configuration (CLI)
- Error monitoring
- PCI requirements
- * Excellent knowledge of TCP/IP and LAN/WAN and Protocols
- * Networking Security Tools (Wireshark)
- * CISCO router Management
- * Network maintenance and topology
- * System Backups
- * Network upgrades
- * Excellent communication skills
- * Network installations and configuration
- * Windows Server 2k3/2k8/2k12
- * On Site support
- * Antivirus/Malware
- * IDF locations
- * Service request and Change tickets
- * Benchmarking techniques
- * MLS, QoS, VLAN
- * Spanning Tree
- * Inventory equipment
- * Nortel PBX, Norstar & BCM Key Systems

PROFESSIONAL EXPERIENCE

Black Box (On Site for Keysight, formerly Agilent/HP)

Sept 2012 – Apr 2021

Tier 3 IT Support Specialist

- **Maintained 75,000\$ of inventory.** Including cards for routers and spare switches.
- **Preprogrammed switched and firewalls to make use of 3 new 10gig Ethernet Telco circuits. Cross connected to provide redundancy between switches, firewall and existing Data center routers. One connection between each switch to each firewall, one connection from each firewall to each router and two connections between the two firewalls.**
- **Department consisting 20+ employees not able to print to network printer due to print server failure. Set up user PC's to print directly printer IP, bypassing print server until it was repaired.**
- **Brought router back online after fan failure took it down. Used small fan to provide airflow until replacement part was delivered.**
- **Replaced over 200 access points by pulling the MAC address of each one. Documented MAC address, location patch panel and switch port.**

Whitlow Communications

Jan 2012 – Sept 2012

Technical Support Specialist

- **Installed and labeled 300 fiber optic patch Network Cables** in a **4000 Square foot** data center. This was to split the data center after the company was split. Ran cables from switches through patch panels to servers including primary, backup, and console cables. Documented everything on servers, switches and patch panels, **completed all work in 2 days. (Agilent/Keysight)**

ACS Dataline

Jan 2005 – Sept 2012

IT Technician & Support Professional

- **Fixed Agilent Data Center with over 1000 servers** after another electricians disconnected batteries from UPS for maintenance, commercial power failed during the procedure (If generators had been bought online during procedure the problem could have be avoided). **Replaced 20+ router and switch cards. Equipment secured from local inventory**

NextiraOne One/Williams Communications Solutions on site at Agilent

2000 – 2005

Field Engineer

- **Supported & problem solved** ALL IT support functions for large Oil Firm. Provided Voice and data connectivity for remote operations. Responsible for telephone PBX, channel multiplexer and microwave radios. **Configured** full Ethernet between *offshore oil rigs* bridges that were **over 6 miles apart** using wireless bridges. **Designed** link to shore with group multiplexers and **Cisco routers. (Chevron)**

Certification & Education

- ITIL Foundation Certificate in IT Service Management
- SYSTEMAX SCS Installation and Maintenance Training Program
- Norstar-Plus Modular Rel 4.0 ICS and Voice Mail 4.0 Installation, Maintenance & Database
- Cablespace 2300 Digital Loop Carrier - Tellabs
- Supporting Microsoft Windows NT Server 3.51 - Computer Focus
- Supporting Microsoft Windows 95 - Computer Focus
- MSF 5000 VHF/UHF With Securenet - Motorola
- HT600 And MT1000 Portable Radios - Motorola
- Leadless Component Repair Techniques - Motorola
- Starpoint 6000/Starplex - Motorola
- Hands-on Local Area Network - American Institute
- Hands on T-1 Troubleshooting - American Institute
- Introduction to Datacomm and Networks - Learning Tree
- Meridian SL-1 MS/S Maintenance - Northern Telecom
- Meridian SL-1 MS/S Installation and Operation - Northern Telecom
- GE Master II Stations, Delta Mobiles - General Electric
- Hughes AML - Hughes
- Radio Relay Equipment Repairman Course – USAF
- Attended Muskegon Community College majoring in Electronics, Math and Drafting.
- Air Force Technical Training in Microwave Wideband Communications.
- FCC General Class Radio Telephone Operator License with Radar Endorsement. # PG-11-14552.