SUMMARY OF QUALIFICATIONS

* Interpret facilities and equipment system knowledge (CLR/DLR/Technical WordDoc), knowledge of Remote Circuit Testing and experience in dealing with LEC's and other carriers.
* Working with both Cisco and Juniper routers
* Responsible for analyzing, testing, isolating and repairing network and customer issues. Test and troubleshoot T1 circuits using various test software and interpret the results
* Work with DAXs and MUCs
* Work with ILEC and CLEC to effect repairs
* Takes calls and provides status from and to customers on a regular basis
* Excellent problem-solving, communication and interpersonal skills, along with patience, a customer- friendly attitude and the ability to work in a team environment
* A strong technical understanding of technology, including the various hardware, software and networking systems being supported
* Working knowledge of Server 2012R2 Active Directory and Group Policy Working knowledge with LAN/WAN networks, DNS, DHCP, NAT, VLAN
* work in VM Ware and VSphere
* Working knowledge of routing, protocols, VPN, IPsec and GRE tunnel and subnetting
* Basic configuration of Cisco VoIP Knowledge of LAN/Wan topology
* Training with Cisco VoIP CUCM and CME

Education

2014-2017 CLARK COLLEGE Vancouver, WA

Associates Applied Technology Cisco Technology

* Major: Programming Routers and Switches
* Minor: VoIP and Cisco security
* Related coursework: Hands-on labs with real equipment programming routers and switches for LAN/WAN as well as security and VoIP.

2014-2017 CLARK COLLEGE Vancouver, WA

Associates Applied Technology Network Technology

* Major: Microsoft Server 2012r2 and Cisco
* Minor: Cisco and Linux
* Related coursework: Hands on labs with equipment to include configuring Serer 2012R2 for WDS, WSUS, Image Building.

CERTIFICATIONS

* Cisco Certified Network Associate (CCNA)
* Windows MTA Operating System Windows 7
* Windows MTA Networking Essentials
* Windows MTA Security

EXPERIENCE

09/2019 - 02/2020 **Windstream Enterprise LLC** Vancouver, WA

**Spec I-ERC Data/Voice**

Responsible for analyzing, testing, isolating and repairing network and customer issues. This included any or all issues related to facilities, routing and translations, voice and/or data, TCM and/or VoIP products and service and the associated CPE equipment. -- Always performed Customer Advocate duties while maintaining a positive and professional manner, during high stress situations. Take calls and provide status from and to customers on a regular basis. - Worked in conjunction with internal and external to the company technicians/engineers to troubleshoot and resolve customer's issues. - Escalated troubles internally and externally (LEC's and other carriers) on behalf of the customer. – Maintain ticket que workload, detailing each ticket with notes of steps taken, test results and resolution data. - Worked tickets of a routine complex basis and may request some support of others.

06/2018 – 07/2019 **PRESTIGE CARE, INC**. Vancouver, WA

**Tier 1 Technical Support**

Review ticketing systems and resolve customer issues. Example: customer related requests like Password, email, printer, phone, or connectivity issues. Help with application support based on Standard Operating procedures. Review security tool logs/console daily and resolve the issues with workstations and server. Basic Active Directory knowledge of adding and updating information and password reset. Laptop deployment and rebuild as needed. Assisted end users with inhouse software assistance and peripheral devices.

05/2014 – 07/2018 **SEVEN SEAS SCUBA** Vancouver, WA

**Sales and Service technician**

Manufacturer trained and certified in the use of factory specific tools and testing procedures Performed tank inspections in accordance with criteria set forth by Professional Scuba Inspectors, Inc. Wrote a detailed report of work performed with all services. Helped customers with scuba diving equipment selection and configuration Assisted with classes and help new students. Maintained the store’s Point of Sale database along with network or any computer issues Examined and tested all related work. Assist clients in troubleshooting related work Performed all work assigned in a safe, well-managed manner. Performed all work within Standard Repair Times (SRTs).

07/2004- 04/2014 **WAFERTECH LLC** Camas, WA

**Production Specialist**

Routinely interacted with other team members. Successfully managed multiple unique relationships in a diverse work environment. Trained new personnel. Operated production equipment called “tools”, in the process of manufacturing integrated circuits. Learned to monitor computer systems and physically move wafers (in containers called pods) throughout the production area to ensure constant wafer flow. Manufactured integrated circuits. Produced high quality products in accordance with production schedules and customer expectations Performed outgoing quality assurance activities to assure wafer quality and fabrication environment stability in addition to test activities to ensure wafer quality accurate data collection. Worked in multiple areas of the manufacturing process of semiconductors, Photolithography, and Implant.