# Dustin Petersen

##### Vancouver, Washington 98662

##### **Phone:** 360-771-8047 **Email:** DustinPetersen6@gmail.com

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| **Key Abilities** | * Superior customer service with strong problem resolution and follow up skills * MS Office proficiency * Patient and diligent * Exceptional telephone etiquette * Strong ability to learn and adapt * Strong knowledge of windows and mac operating systems * Strong Multitasking ability * Self-motivated; detail oriented and able to work in a team environment. * 10+ years in telecommunications service and 10+ years in customer services. |

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| **Work Experience** | **Service activation Tech II, Windstream telecommunications, Vancouer, Wa** November 2017- February 2020 | (800) 367-5690 Ref Code #12769   * Remotely programmed Adtran, Cisco, and Fortigate routers. * Troubleshot and built aggregation services on Cisco ASR and Juniper MX platforms * Worked with field techs to install DSL, T1, MPLS, and Gigabyte backbone internet connections. * Installed complex SDWAN, VRF, MPLS routing tables. * Worked with third party carriers to confirm cross connects, demarcation points and proper Q-n-Q tunneling matched.   **Internet Specialist II, Electric Lightwave/Integra Telecom,** Vancouver, WA, November 2008 - March 2017 | 800-367-5690 Ref Code #16938   * Worked with customers to identify and isolate problems while providing resolution or escalating as needed. * Troubleshoot connectivity issues, slowness, identifying broken IP routes, DNS related issues, provisioning services as well as working with third party vendors. * Provided support for DSL and T1 connections, Email hosting, DNS hosting, Web hosting and excellent customer service. * Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes. * Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future. * Analyze equipment performance to determine the need for repair or replacement. * Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, * Configure, monitor, and maintain email applications. * Provide technical support for voice services, equipment, and voicemail.   **Assistant manager, Dairy Queen,** Vancouver, Wa, July 2003 - September 2008   * Worked as a general crew member and progressed to an assistant manager. * Tasks included scheduling, customer service, delegating and monitoring employee tasks, product inventory, managing labor costs, building rapport with employees as well as customers among various other day to day operational tasks. |

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| **Education** | **Clark College, Vancouver, Wa**  High School |
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