(812) 630-0816

Kasandra.Soellner@gmail.com

Kasandra Soellner

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| Professional Summary | Focused Carrier Services Technician who excels at diagnosing and resolving issues in an efficient manner. | |
| Skills | **Skills:**  Strong troubleshooting skills  Attention to detail  Able to process and apply new skills and concepts quickly.  **Experience supporting:**  Cisco and ZTE Network switches and routers  AMS/AOE/Netnumen  Metasolve, Solarwinds, 6 connect  MetaSwitch  HPBX, PRI, and ATA phone systems  Cisco/Adtran CPE switches and routers  Accedian/Telco NIDs | **Personal Traits:**  Strong desire to learn  Ambitious  Resourceful  Determined |
| Work History | Metronet, Evansville, IN July 2019 - Current  Business/Carrier Test and Turn Up  Configure business customer services in AMS/AOE/Netnumen. Configure Cisco/Adtran routers and switches for various customer services. Configure/test Accedian and Telco NIDs. Test/troubleshooting network router and switch configurations. Configure various carrier connections in accordance with MEF standards. Facilitate shelf turn ups and test services. Use Metasolv designs to locate/configure customer connections and complete tasks. Configure customer voice services in metaview. Manage and monitor services in Solarwinds. IP management in solarwinds/6connect. Work with Project Management team to find solutions that fit customer needs. As BTTU Michigan lead, developed MI training material.  February 2018 – July 2019  Business Technical Support (Tier II Support)  Assist business customers with any technical issues relating to our services. Communicate with customers and vendors to complete troubleshooting. Support HPBX, PRI’s, and ATA phone systems. Basic support for Cisco 7356 (FUMC). Learned basic configuration and troubleshooting for P2P systems. Static IP/block conversions. Cisco 7750 and 7450 troubleshooting and various commands. Light level reports. Offer support to Tier I technicians. Communicate with various departments to resolve issues. Follow up on current tickets to ensure resolution. CG-NAT customer identification for abuse and DMCA notices. On-call duties including supporting dispatch after hours. Various other projects.  TTU/Tier I Hybrid  Answer incoming calls from field technicians. Troubleshoot installation and repair issues. Work in a variety of systems to complete test and turn up. Regularly keep up with TTU tasks list. Assign static IP’s. Communicate with multiple departments to resolve installation problems. On-call duties including supporting dispatch after hours. Follow up on issues to ensure completion of tasks. AT&T, Evansville, IN March 2015-February 2018  Customer Support Representative  Answer incoming calls and troubleshoot cellular devices. Diagnose and resolve device issues in an efficient manner. Walk customers through device setup. Help customers understand how to use their device and applications. Handle account and billing requests. Keep up to date with new offers and plans. Assist customers with choosing correct plan based on their needs. | |
| References | duane lewis Supervisor (812) 589-9516 | |
|  | sean melvin Previous Supervisor (812) 598-5222Robert Garrett BTTU lead at Metronet  (812) 213-1302 Michael Johnson Researh & Development Tech/Co-worker  (770) 310-3614 | |
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