**ROSALINA M. NARCISA**

**720 Antique Silver Avenue**

**North Las Vegas, NV 89032**

**Cell #: (702) 882-9976**

**E-mail:** [**ramierose94@gmail.com**](mailto:ramierose94@gmail.com)

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| OBJECTIVE | To obtain a challengingposition that will allow me to utilize my knowledge and skills for the growth and development of an organization. | |
| **EXPERIENCE** | TPx Communications formerlyTelepacific Communications, Inc. | **Las Vegas, Nevada** |
| September 2013  To December 2020  August 2004 To Present | *Tier 1 Technical Support Lead* • Provide leadership and mentorship to the team members in the Tier 1 group  • Support team members to enhance their troubleshooting skills  • Help technicians in researching account information or circuit design  • Assist management on ticket escalations • Assisted in training new hires and existing team members with new and existing products• Provide assistance to technicians who needs directions in troubleshooting internet connectivity andcalling issues*Data/Tier 1 Technician*• Handled first level of troubleshooting including opening a trouble ticket and performing diagnostic testing on data connection, email and webhosting problems for first call resolution • Support customers in uploading and downloading their website using FTP connections• Trained customers in modifying their DNS records on Telepacific provided Control Panel online• Educated customers in using the webhosting feature including email, web-publishing, domain zonerecords and dial up networking • Troubleshoot customers email accounts, email clients, mail servers, DNS and networking issues  • Process router modifications to include add/delete port forwarding on Telepacific provided equipments  • Assist customers in setting up IP addresses in the TCP/IP configurations to obtain internet connections  • Test/resolve voice lines going though a T1 line that has no dial tone, static, choppy, locked up, and  dropped calls  • Test T1 and DSL lines for physical connection  • Help customer in configuring their internal router with static IP addresses  • Pull bandwidth report using SolarWinds, iNOC, and Vital Suite  • Responsible in escalating assigned tickets with the ILEC until complete repair | |
| November 2003  to August 2004 | Mpower Communications, Inc.*Customer Service Specialist* | **Las Vegas, Nevada** |
|  | • Handled large call volume in a call center environment processing customers requests • Assisted customers in establishing their telephone and data services  • Helped customers with billing inquiries and changing telephone features  • Processed bill payments on the phone | |
| June 2000 to October 2003 | Xpedite, Business Unit of Ptek Holdings*Field Technical Support* | OakBrook, Illinois |
|  | • Provided staff support with PC and laptop problems  • Trained customers on location using the web based email and fax services for electronic broadcasting  • Installed Xpedite software, Postscript virtual printer and all utilities needed to send fax and email  • Prepared and uploaded customer databases  • Configured modem to establish connection  • Setup and launched customers email and fax distributions electronically | |
| April 1997 to  June 2000 | Xpedite, Business Unit of Ptek Holdings ***Technical Support*** | **Eatontown, New Jersey** |
|  | • Handled high volume phone training/support to customers  • Guided customers in creating broadcast documents and lists on the web  • Troubleshot customer problems with the software and website  • Helped customers in installing the Xpedite software on their PC  • Assisted users in launching their fax and email broadcasts electronically  • Supported customers in automating their access to Xpedite | |
| **EDUCATION** | **DeVry Institute of Technology** | **Chicago, Illinois** |
| February 1994 | **Bachelor of Science Degree in Computer Information Systems** | |
| **HARDWARE AND SOFTWARE** | **Hardware:** IBM PC Compatible, Packard Bell, Gateway 2000, IBM 370 Mainframe, IBM 3270 terminal, Power Macintosh 9500/200, Dell, Cisco, Adtran, Shoretel Phone System  **Operating Systems:** MS/DOS, MS/Windows 95, MS/Windows 98, MS/Windows NT, MS/Windows 2000, MS/Windows XP, SunOS 5.5.1, UNIX, Windows 7 Enterprise Version 6.1  **Software:** MS/Office 95, MS/Office 97, MS/Office 2010, MS/Office 2000, MS/Office 2003, QuarkXpress, Adobe PageMaker, Act!, Adobe Acrobat, Filemaker Pro, Netscape, Internet Explorer, Mozilla, FireFox, Word Perfect, Photoshop 7.0, BMC Remedy Version 7.1, MRTG, Centest, Online ILEC Ticketing tools: EBTA (AT&T), LSI (VERIZON), Broadsoft, Powertools, Nortel DMS 500, Copperview, eSM, 5E and Lucent Switch | |
| **REFERENCES** | Will be furnished upon request. | |
| **SALARY**  **REQUIREMENT** | Negotiable | |