**Dominic J Mitchell**

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*Self motivated business professional with 30 years of Construction, Management, Leadership and 8 years Technology skills. Proven track record of profitability in non-ownership and ownership. Well spoken and professional, Implement innovative ideas, progressive experience, to exploit the potential skills and creativity for accomplishing projects. Accurate timely reports, schedule adherence and handling of sensitive confidential records. Team Leader / Player and driven for success.*

**Technical Skills**

HMTL5 CSS3 JavaScript CLI Scrum/Agile

Git-Hub Networking Team Leadership Training Highly-Motivated

Hard/Software Resolution Techniques Problem Solving Troubleshooting Project Management

Testing & Documentation User Training & Support COI / Fiber platforms IAD/NIDS/Routers/Switch Tech Support

**Accomplishments**

**Cox** - Staff/training Policy & Procedure development, Set Standards(Metrics),Tester New Deployments. Played an instrumental role in company wide migration from 2.0 to 3.0 VM platform.

**Up-Source** - Increase Productivity w/Training: Promoted Level I to III (trainer) in 8 months.

**MCI** - Establish/Direct/ Increase Profit Yearly.

**The North Face** - Facility 21% average above goal: Create Loss Prevention Manual / Service/Sales Seminars.

**Sherwin Williams** - Average Increased per site productivity/sales 15%.

**Employment History**

**ASC Engineer I** **Cox Communications**  **12/2016-Present**

\* Advanced Data(HFC/Fiber), Telephony(VM, BBL, Centrex) troubleshooting,, installs support, Network Outages.

\* Individual learning enhancement to improve IT knowledge and people skills for workplace success and advancement. \* Monitors Network Elements, perform remote diagnostics, and escalate problems as required to quickly resolve problems.

\* Evaluate agent progress on training and business training needs and adjust staff development.

\* Assists the team with knowledge transfer by cross training other team members. 9-In hybrid markets, perform feature corrections in the switch.

\* Communicates with internal & external customers to confirm problem resolution and closes out trouble tickets in the reporting systems.

**Test Desk Technician II** **Cox Communications**  **11/2014-12/2016**

\* Coordinates efforts of local field technicians to resolve customer problems by communicating information through the local Comm-Center operation, MTC, System Operations Center (SOC), Local Number Portability (LNP). \* Monitors Network Elements, perform remote diagnostics, and escalate problems as required to quickly resolve problems. \* Communicates with internal & external customers to confirm problem resolution and closes out trouble tickets in the reporting systems.

**NSC Technical Specialist I** **Cox Communications**  **01/2013-11/2014** \*Support inbound customer contact from all business service sites. \* Troubleshoot Customer Premise Equipment, identify and troubleshoot network and plant issues. \* Work independently or with a learn to handle support for Core and Strategic Customer segments for all Data, Video, Voice.

**App Specialist – III Lead/Trainer** **Up-Source** **01/2012-12/2012**  *\** To troubleshoot by Remote Support / Desktop; Ticketing Systems; Database – Backup/ Restore / Migration; MS Outlook. \* Resolving Computer Issues; File/Folder Shares and Share Drives; Registry; Admin Permissions; Software/Hardware Windows XP, Windows 7, and Windows Vista; MAC OS X. \* Support/Installation and other peripherals (Scanners, Printers, External Hard Drives).

**Consultant/Tech Support – Tier I, II** **TMC**  **11/2010-01/2012 \***Customer computer support (phone & on-site) / imaging / virus removal / Application downloads / problem solving. Hardware/Software Installation, Recommendations/solutions; \* Primarily concerned with the strategy, structure, management and operations of an organization. \*Variety of services such as business, marketing, financial and management controls, Information technology support.

**Founder** **Mitchell Construction Inc** **04/2004-11/2010**

\* Bid, schedule, the project in logical steps and budget time, labor requirements required to meet deadlines. \* Inspect, review, interpret explain projects to Administrative Staff, Workers, and Clients, monitor compliance with building and safety codes, and other regulations. \* Confer with supervisory personnel, owners, contractors, and design professionals to discuss and resolve matters such as work procedures, complaints, and construction problems.

**Education**

**HTML5 – CSS3 – JavaScript**

**Web Design & Deployment 2018**

Institute – of – Entrepreneurship & Leadership

**(Certified): A+, Network+, Security+, Microsoft 2261-2262 MCP&MCDST**

**Network Support Technician Certificate 2011**

New Horizons Computer Learning Center

**Associates in Arts Degree** **2003**

Community College of Rhode Island

**Management Training Workshop/Seminars 1997**

**Massachusetts Firefighting Academy 1989-91**

24 Hour emergency Response Training