**Dominic J Mitchell**

[nstco29@gmail.com](mailto:nstco29@gmail.com)

www.linkedin.com/in/dominic-mitchell-1aab1945

*Energetic & dynamic* *business professional with 30 years of Construction, Management, Leadership and 8 years Technology skills. Proven track record of profitability and success. Articulate, passionate, committed to the acquisition and implement of innovative ideas. . Web Designer & Programmer, meticulous, devoted, proficient Team Leader/Player while 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