

Objective

With over 20 years in the telecommunications industry, and working on projects, there is a clear background presented that starts with field engineering and progresses to network operations with leading satellite internet service providers and owner-operators in the upstream oil and gas industry.

Skills

TCP/IP Protocol, Management.

Work Experience

Senior Network Analyst III

ABC Corporation - 2001 – 2007

- Delivered projects for implementation, configuration, and maintenance services of infrastructure platforms, operating systems, and software components.
- Provided 24/7 global support for servers.
- Assisted in the Active Directory design, configuration and implementation.
- Rewrote, quality assurance tested and implemented project management software.
- Designated as subject matter expert for order management, sales, inventory, purchases and business objects reporting to improve business client support.
- Documented and facilitated the resolution of system challenges, creating consistency and facilitating knowledge transfer to team.
- Created work flow diagrams for sales, billing, customer service for telematic (gps) systems.

Senior Network Analyst

Delta Corporation - 2005 – 2009

- Migrated 30 + TB of unstructured Data from a CX-380 to a VNX 5500 SAN establishing the process for data migration.
- Migrated the enterprise vault environment to a new server platform recreating the archive environment in record time.
- Supported customers to ensure that networks were optimized in uptime and connectivity.
- Dealt with various telephone companies and equipment vendors.
- Team Leader of 6-12 members for 6 years leading the 1st and 2nd shifts in servicing the Network Control Center, Sears retail group, Dean Witter .
- Generated reports to identify chronic issues, ACD usage and technician trouble ticket statistics Known for reducing downtime and improving vendor .
- Provided all levels of support for fiber optic circuits, switches, telemetry, and voicemail Designed, planned and implemented network systems; .

Education

BS in Marketing, Finance and Real Estate - (California State University of Northridge - Northridge, CA)