

ROBERT NORBERG

300 River Drive • Corona, CA 92880 • Home: 951.582.2009 • Cell: 951.226.5384 • robnorberg@yahoo.com

TELECOMMUNICATIONS SPECIALIST

Technical professional with international work history and 20+ years of excellence in the telecommunications industry. Ability to convey complex, technical concepts into understandable language for non-technical people. In-depth experience in project management, performing cost analysis, training staff on policies and operations, and developing standard operation procedures. Consistent record of improving profit margin, seizing cost savings, and securing customer loyalty. Proven ability to perform well under pressure with excellent leadership, management, communication, customer service, and problem-solving skills. Hold security clearance.

- Available for travel and relocation -

PROFESSIONAL EXPERIENCE

TECHNOLOGY TEAM – Fort Carson, CO

1/2006 to 12/2006

Telecommunications Specialist

Served as team leader for company specializing in relocation of sensitive telecommunications equipment, overseeing technical performance of 5 technicians. Charged with relocating \$30 million worth of telecommunications equipment for Totalcom, Inc. Identified and labeled end-to-end equipment connectivity, identified and separated power sources, disconnected equipment from current facility and reconnected to new facility. Ensured proper preparation of each piece of equipment for transport. Identified and addressed all technical issues before and after transport.

Selected Achievements:

- Played key role in completing project \$60,000 under budget.
- Increased efficiency of equipment transition and secured additional work for several technicians by providing technical advice.

DEPARTMENT OF THE ARMY – Mannheim, Germany

7/2002 to 12/2005

Telecommunications Specialist

Brought on board to provide technical assistance and guidance to tri-communication system users, project managers, and contractors. Developed and administered training program for Nortel SL-100 network, test equipment, and transmission interfaces. Supervises and trained Army personnel on policies, procedures, and standards of operations. Oversaw maintenance and operation of Sullivan Barracks Multi-Function Switch (MFS), Torii RSC, Naha SL-1 Private Branch Exchange (PBX) and other sensitive telecommunications equipment. Analyzed switch malfunctions using switch logs and diagnostic tests and reports. Developed and maintained information database on switch tables, telephone subscribers, trunks, and revision messages. Educated customers on optimizing network features. Identified, performed, and projected cost analyses for future telecommunication requirements.

Selected Achievements:

- Realized \$250K in government savings by conducting extensive 5-week training course for 14 U.S. Army SL-100 technicians.
- Created and implemented comprehensive training program, serving as new model for all 58th Signal Battalion Companies. Program focuses on testing technical proficiencies for each technician, realizing \$50K in annual savings on training.
- Achieved on-time and successful upgrade of \$7 million network; coordinated and facilitated meeting with outside agencies and vendors to streamline project. In addition, served as Quality Assurance Officer.
- Developed and updated Standard Operation Procedures (SPOS).
- Recognized with "Civilian Achievement Medal" and 72-hours "Time Off Award."

ROBERT'S TELECOMMUNICATIONS CONSULTING – Aurora, CO

9/1997 to 10/2001

Technical Consultant

Served as SL-100 consultant/technician, providing telecommunication companies with temporary online/on-site technical support; patch downloads, translations, and other switch related problems. Provided technical support for General Dynamics throughout Europe. Ensured continuous connectivity between SL-100 and other telecommunication facilities (Defense Information System Agency, British Royal Air Force).

Selected Achievements:

- Managed successful Y2K integration of 15 Nortel SL-100 switching networks for the U.S. government.
- Coordinated and performed \$630K SL-100 network upgrade.
- Conducted site surveys for 30 VA Hospitals across the US resulting in the integration of all hospitals and clinics onto a single network.
- Played instrumental role in relocation of major military command, including coordination, design, and construction of new 1,800-line remote switching center.
- Personally secured individual maintenance contracts resulting in \$63,000 in additional annual revenue.

VOLT TELECOM GROUP – Corona, CA

10/1991 to 9/1997

Telecommunications Technician / Assistant Site Manager

Hired as lead switch technician managing 4 technicians charged with providing telecommunications support for 2,500 military, government and civilian agencies. Maintained Meridian Cabinetized SL-100 Digital Switching System. Handled translation changes, completion of customer orders, and resolution of all network and station malfunctions. Maintained, troubleshoot, and performed maintenance service on SL-100, AT&T 3B2/600G Billing System, General DataComm Motor Pool System, AT&T Western Electric BCM 32000 System, 828A multiplex Telco System, and FMT 150 Fiber Optic Multiplexer. Provided advice for upgrades and switch enhancements.

Selected Achievements:

- Captured 15% increase in monthly profit margin by leveraging clear understanding of companies' maintenance contracts.
- Secured \$300K fiber optic project by promoting company's expertise.
- Received "Contractor of the Quarter" award.

UNITED STATES AIR FORCE, Hickam Air Force Base – Hawaii

1985 to 1991

Telephone Switching Specialist

Honorably Discharged

EDUCATION & PROFESSIONAL TRAINING

Community College of the Air Force

Master Labor Contractor, Quality Assurance, Manager Development (MDC), Supervisor Development (SDC), Commander's Safety, Telephone Switching Specialist, Electronic Principles.

Certificates of completion:

Meridian 1 Maintenance Large Systems - NORTEL NETWORKS EDUCATIONAL SERVICE

Fiber Optic Design, Installation, and Maintenance, FO-3 Course - THE LIGHT BRIGADE

Meridian SL-100 Large Office Systems - NORTHERN TELECOM DIGITAL TRAINING

TECHNICAL SKILLS

Hardware: Nortel SL-1, Nortel SL-100, Meridian Voice Mail System, D-4 Channel Banks

Software: Microsoft Office (Word, Excel, Access, Outlook, and PowerPoint)

Networks: Sonet, T-Carriers, ISDN, ATM, OC-3 Fiber Multiplexer, FMT 150 Fiber Multiplexer