Bobby Crenshaw

Lead ad-hoc trials aimed - Windstream Communications

Little Elm, TX

Work Experience

Lead ad-hoc trials aimed

Windstream Communications
September 2017 to Present

09/17 - Present
• Develop yearly capital budget plan and manage changes
• Develop hardware WiFi/GPS RF test plan, review WiFi/GPS RF performance test data and document into formal report
• Perform failure analysis during development phase, troubleshoot field return issues
• Provide guidance to RF team in ensuring consistency in planning policy for the region
• Continue improving product quality and assess new WiFi/GPS RF chipset solutions
• Upgrades ATM Based network to IP based routing for NodeB's
• Lead ad-hoc trials aimed at improving LTE and VoLTE performance
• Planning, design and engineering activities to be performed on the live infrastructure according to the service contract
• Provides support in the design, development, and testing of radio frequency (RF) and/or microwave systems architecture, components, circuits or products. Efforts may include analog and digital circuits or products, frequency synthesizers, amplifiers, transmitters and receivers, down converters, frequency multipliers, digital logic, demodulators, Land Mobile Radio systems, SATCOM, commercial communication systems, Wi-Fi, cellular, Tactical Communications, down converters, filters, and antenna systems ranging from arrays to parabolic reflectors
• Ensure resolution of incidents and requests - They investigate second line support calls assigned to then and identify the root cause of incidents and problems. They ensure the efficient and comprehensive resolution of incidents and requests. This could involve ensuring that repairs are carried out by coordinating product requests and liaising with other team members. They will also report and escalate issues to 3rd party vendors if necessary. They take full ownership for managing the incident to resolution within the service level conditions
• Participation in customer governance meetings on engineering, optimization and application development subjects according to the Ericsson MS Governance model
• Reviewing and designing LTE Radio Network Design Parameters
• Creates test plans for in-depth testing of HFC and FTTx products and networks, with guidance from Engineering management
• Issuing operational work orders, updating databases, creating reports and completing tasks in project tools
• Apply technical knowledge to analyze, investigate, and resolve assigned engineering problems in the areas of Beyond Line Of Sight (BLOS) satellite datalinks and Line-Of-Sight (LOS) datalinks for Unmanned Aerial System (UAS). Perform integration/testing with aircraft and ground control stations for RF design, analysis, and IP networking over a RF environment
• Act as the subject-matter expert in Performance Data Analytics

• Contributing in the development of long-term build plans
• Performing radio engineering evaluation for system planning and site acquisition
• Development and continuous improvement of KPI metrics and reports for both Executive Leadership as well as field engineers
• Performing drive testing to evaluate search area candidate as necessary; preparing FCC/FAA and FAS submissions in a timely manner
• Function as technical interface for customers including developing specifications with clients

• Followed customer service and ticket handling guidelines to ensure required response time criterion are met
• Monitored service request queues and work the requests within them to resolution
• Navigate a variety of remote access servers and systems to provide basic troubleshooting of MAC and repair issues throughout enterprise-level communication infrastructures
• Performed troubleshooting of endpoints, peripheral devices and additional customer premise equipment that relate to the voice network infrastructure
• Provided technical support to customers and onsite technicians through a central support desk
• Ensured the timely restoration of voice CPE service failures is reached through best practices and problem assessment
• Worked with appropriate internal and external groups to resolve reported troubles
• Escalate complex issues that require an advanced level of skill set both internally and externally
• Administered end user training as required
• Interacted with and provide timely status updates to: Clients, Technicians, Dispatchers, Customer Agents, Account Executives, Project Managers, Engineers and Analysts
• Maintained an accurate and timely status/history of the service event through status updates and task debrief in the company's ticketing system
• Worked with System Engineering to create and document requirements and use cases
• Developed and document designs that fit within or extend the system architecture
• Performed technology investigations and develop prototypes
• Provided work estimates for design and development tasks
• Constructed and unit test code on a variety of platforms
• Quickly debugged and fixed product issues reported by both QA and customers in the field

Premises Technician
AT&T - Frisco, TX
August 2015 to August 2017

Educate customers on service features and functionality.
• Verify all services are working correctly.
• Install and rearrange inside wires.
• Work in small confined spaces or aloft (up to 28ft).
• Work with hand tools.
• Work outdoors in all kinds of weather.
• Completed on-the-job and/or classroom training as required to remain on the job.
• Ability to perceive differences in wire and cable colors.
• Ability to splice and fuse fiber for installation.
• Ability to do cutovers
• Installation of complete DTV service
• Installation of complete Verse service

RAN Engineer
Wordlink, Inc - Plano, TX
June 2015 to June 2015

• Responsible for supporting field technicians in troubleshooting and ATP testing for the integration of Samsung 3G/4G/2.5 MOBS Cell Sites on the Sprint Network. Daily utilization of the Samsung BSM and LSM to access network elements. Perform growth, commissioning, and commercializing of new3G/4G/2.5 (1900 MHz & 800 MHz) Cell Site, GMR too Full build Conversions, Capacity adds/changes, Neighbor adds, and Firmware/Software upgrades. Also including RF propagation theory, antenna design, transmission cable, towers, capacity planning, and measurement tools such as spectrum analyzers and RF sniffers.
• Responsible for managing, executing and communicating Program changes, by assessing the technical, economic and service delivery impact of those changes in the project as early as possible to help the material management and service delivery teams adjust to the change and minimize the negative impact to the project.
• Handle technical escalations from various telecommunication carriers regarding equipment deployed in their network and troubleshoot the issue.
• Responsible for deployment of Samsung 3G, 4G and 4G 2.5 LTE equipment for the Sprint Network Vision project
• Responsible for troubleshooting connectivity issues during deployment.
• Knowledge of advanced networking technologies and solutions including IPV6, MPLS, BGP, EIGRP, HSRP, OSPF, multicast, policy-based routing, ether-channel, QoS, traffic-shaping, load balancing, VPN tunnels, WAN Optimization
• Understanding of networking concepts including network design principles, data flow determination, routing, switching, VLANs, IP addressing
• Worked on deployment of high profile special project DAS sites including Sprint's Super Bowl 50 cluster in Santa Clara, CA and Indianapolis Motor Speedway in Indianapolis, IN
• One of only a few techs authorized to perform Ground Mount to Full Build conversions on commercial On Air cell sites
• One of only a few techs authorized to access and perform work in IPA routers
• Used Ace Man and Remedy tools
• Trained to do Periscope acceptance tests

Network Operations Center Engineer
PEG Bandwidth - The Colony, TX
March 2013 to March 2013

• Participate in 24x7x365 shift coverage.
• Complete knowledge of MRV Optiswitch 906, OptiSwitch 940 and OptiSwitch 9124.
• The ability to provision MRV Ethernet Optiswitch in a Ring configuration.
• In addition to adding Ethernet Ring Protection (ERP).
• Providing 4G, LTE at bandwidths 50G to 300G.
• Providing customers (Verizon Wireless, AT&T and US Cellular) 1G to 10G.
• Complete knowledge of Extreme Network
• Ethernet over Microwave. Mobile backhaul.
• Complete knowledge of MW Radios i.e. Nera, Exalt and Ceragon Evolution Series.
• Provide support per request from various constituencies. Investigate and troubleshoot issues
• Repair and recover from hardware or software failures.
• Identify system performance issues and drive the development of tools to correct issues
• Ensure that the technical environment is properly monitored and that any problems are rectified.
• Perform diagnostic testing on network systems and infrastructure problems.

• Coordinate all hardware and software problems or repairs channeled through outside vendors and service providers.
• Performs configuration, testing, and change control documentation of enterprise systems and network infrastructure platforms
• Perform systems/software administration, backup/recovery monitoring, problem resolution, and change management.
• Maintain operational, configuration, and other procedures.
• Perform periodic performance reporting to support capacity planning.
• Maintain data center environmental and monitoring equipment

Network Operations Center Engineer

MetroPCS - Plano, TX
April 2011 to January 2012

• Responsible for the monitoring of over 1600 Lucent cell sites and 5ESS equipment throughout the country on a daily basis
• Used Remedy to track trouble tickets
• Responsible for troubleshooting telco facilities remotely utilizing NetAnalyst
• Responsible for monitoring and quick resolution of SS7 related issues
• Responsible for monitoring network core equipment and circuits. Core network includes: Cisco 5xxx and 7xxx routers, ALU 7xxx routers, HP HLR, 10Gig links from multiple providers
• Responsible for the scheduling and testing of all MSC critical alarms
• Responsible for managing and coaching up to 10 technicians per shift
• Responsible for the monitoring of Lucent CDMA BTS cell sites, microwaves, 5ESS, and Anypath equipment throughout the country
• Responsible for the monitoring of Ericsson and Samsung 4G LTE equipment deployed throughout the country
• Responsible for troubleshooting telco facilities remotely utilizing NetAnalyst
• Authored and taught DAS training for the NOC
• Used multiple alarming tools such as FaM, Ericsson OSS, ALU SAM 5620, and Samsung AceMAN

Network Specialist III (NOC)

Alltel - Twinsburg, OH
March 2004 to January 2010

• Monitored 10,000+ Cisco routers, switches, and wireless access points
• Liaison between the Network Operations Center and Customer Service, Production Support and Deployment departments
• Tasked to monitor and restore wireless sites, including AMPS, BTS, GSM, and MTX across the country. Communicating with Switch Techs and Cell Techs in all markets to restore sites as quickly as possible
• Acted as shift lead generating Shift reports, Network outages, and Personnel accountability reports
• Experienced with installation, commissioning, and testing of Optical equipment

Education

Certificate

Remington College - Bedford, OH
2005 to 2007

Shaw High School

Skills

- VMWare
- 5G
- IP Networking
- OpenStack
- Networking
- WAN
- DNS
- VPN
- MPLS
- TCP/IP
- LAN
- Linux
- OSPF
- Load Balancing
- AWS
- Network Firewalls
- Network Support
- DHCP
- Ethernet
- Cisco Routers
- Disaster Recovery
- Operating Systems
- EIGRP