

Parish A. Neighbors

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SUMMARY

I am a seasoned corporate professional with a passion for design looking to find a place in the world of Web Development. After a Covid related layoff and short sabbatical, my goal is a position that utilizes both my technical and creative skills.

PROFESSIONAL AND TECHNICAL SKILLS

Project Management Principles & Practices for Sprint (The George Washington University)
Problem Solving and Decision Making (Sprint Instructor Lead)
Presentation Skills (Sprint Instructor Lead)
Unix: Introduction to Unix (Sprint Instructor Lead)
DS1/DS3 Facility Equipment (Sprint Instructor Lead)
Introduction to Programming Logic (Johnson County Community College, KS)
Introduction to JavaScript and Web Development (SnapIT, OPKS)

EXPERIENCE

Self-Employed, Belton, MO

01/2021-Present

Handyman & Home Design Consultant

- Reinvents landscaping with needed maintenance and improvements
- Develops improvements for all areas of the home
- Replaces outdated or broken fixtures
- Revitalizes decks, fences and other outdoor structures
- Updates or installs new home network, computer and automation equipment

Aramark, Kansas City, MO

10/2010 - 12/2020

Maintenance Manager, The Barstow School

- Communicated daily with the leadership, faculty and staff of the school
- Invested in individual team members' success through mentoring and skill development
- Conducted daily team meetings to communicate daily goals
- Develops and plans space remodels, facility updates and improvements
- Troubleshoots problems, determines root cause and implements solution
- Utilizes CMMS to manage maintenance activities and equipment inventory

CenturyLink, Overland Park, Kansas

7/2009 - 5/2010

Infrastructure Technical Support Engineer II

- Designed mid-range server solutions for Call Center Division applications
- Installed servers, computers, racks, cabinets, patch panels, cabling and telephony equipment
- Led emergency upgrade to website infrastructure that resolved capacity issues and avoided outages

Embarq, Overland Park, Kansas

11/2005 – 7/2009

Systems Integrator II

- Provided Tier 3 platform management for call center workforce management systems
- Conducted training for automated call distribution system conversation project
 - Trained agents and managers on the use of the new phone sets
 - Trained supervisors and other lead personnel on Centergy Manager application
- Managed nationwide equipment installation/upgrade projects for 20 call center sites
- Restructured reader board info system resulting in an initial savings of over \$100,000

Sprint, Overland Park, Kansas

9/1999 – 11/2005

Network Operations Specialist I

- Provided Tier 1 support for advanced communication systems in a 24x7 control center
- Documented corrective actions and maintained records on supported platforms
- Guided development of team proficiency with core technologies
- Developed and improved internal procedures and training

EDUCATION

Ottawa University, Ottawa, KS

05/2009

Bachelor of Arts, Management

Summa Cum Laude

Electronics Institute of Kansas City

(now Pinnacle Career Institute), Kansas City, MO

09/1998

Associates in Applied Science, Electronics Technology

Summa Cum Laude

MILITARY SERVICE and TRAINING

United States Army

11/1983 - 2/1994

Administrative Specialist

- Positions of increasing scope and responsibility within the Administrative Specialist field

Basic Noncommissioned Officers Course, Fort Benjamin Harrison, IN

1991

Distinguished Graduate

- Emphasis on team building, personnel counseling/development and communications

Primary Leadership Development Course, Fort Ord, CA

1987

Honor Graduate

- Emphasis on team dynamics, communications and problem solving