# ELMER LOUIS HAHN JR Cell: 443-889-3864

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### **Professional Training**

* **Operating systems:** Windows OS (multiple), Mac OS (multiple), Linux
* **Telecom:** Cisco IMS, Cisco BTS, Cisco SoftPhone Switch, Cedar Point Switch, Avaya Phone Switch, Numeritrack Number Inventory, Istonish TPV Portal, Orderpath, Neustar Port PS, Iris (call trace), Empirix (call trace)
* **IP Support:** Comcast High Speed Internet (CHSI), Comcast Home Networking, Broadband Access Center for Cable (BACC), ESD (email admin), Active Directory, Group Policy, ESSO, HSPD12 Security,
* **Billing Systems:** ACSR CSG, Amdocs (Comtrac), Cabledata
* **Support Systems:** Remedy Admin, Remedy Trouble Ticket System (TTS), Eslam (address database management), ETS, National Provisioning System (NPS), Support Center (multi-region chat support), Own It chat (multi-region chat support), Watchtower (network monitoring), Scout (network monitor), HP Service Manager / CAPRS, Github
* **Annual Training**: information security, social engineering prevention, report generation, data management
* **Other Technical Skills:** Microsoft Office Suite use and support, Visio, AutoCad, Python coding, HTML/CSS, JQuery, SQL, 3D printing and prototyping, computer building, computer repair

**Core Strengths**

* Exceptional communications skills (written / verbal / listening).
* Able to incorporate new information quickly.
* Solid interpersonal, organizational and analytical skills.
* Skilled at strategic communication planning and implementation.
* Able to train or teach small groups.
* Adept at research and intelligence gathering.

# Experience

**Cross’ Critters (Remote support) Marlton, NJ**

Web Developer / Webmaster January 2014-Present

* Maintain website
* Update website as needed
* Create wireframes
* Verify Mobile website support
* Code Html 5
* Code CSS3
* Code Jquery/Java
* Update/Verify SSL certificates
* Maintain web store

**ICF (Social Security Administration) Woodlawn, MD**

HSPD12 / ESSO Support Desk (IT Support Analyst Cyber Security Division) June 2018 – Present

* Public Trust level clearance with special background investigation.
* Security support agent for physical and logical access cards. (HSPD12)
* Systems security support agent for single sign on. (ESSO)
* Systems security support for Mainframe applications.
* Active Directory administrator.
* Remote desktop support.
* Remote installation of drivers and programs related to HSPD12 and ESSO.
* Remote installation / configuration of software
* Document and share resolutions with colleagues to facilitate process improvement
* Develop and maintain internal website (in collaboration with colleague)
* HP Service Manager / CAPRS ticketing system.

## **Comcast Cablevision White Marsh, MD**

Advanced Repair Team (ART) / Help Desk April 2007 – May 2018

* Responsible for implementation of new processes for the Beltway region.
* Developed and implemented training documentation for Cisco Softphone system for the Beltway region.
* Helped design and implement the network and cabling for the Largo call center.
* Assisted in wiring, provisioning and testing of phone, computer systems, and head end/server room for the Largo call center.
* Responsible for project management and development of new processes of ART.
* Responsible for refining and updating training documentation for ART.
* Primary trainer of new team members of ART.
* Lead contact for Northeast Division Standardization in the Beltway region.
* Responsible for migration from Amdocs to CSG, tracked progress, assigned tasks, correlated data, and updated reports in relation to migration.
* Subject Matter Expert (SME)/Admin for Remedy TTS, Support Center, provisioning systems, and call trace/routing systems.
* Lead contact for internal and external customer escalations.
* Manage outage bridge calls for region-wide support teams.
* Handle medium to high volume of work, address customer services in a prompt and professional manner, and obtain all information for resolution of transaction.
* Analyze and prioritize tickets in queue and customer call backs.
* Correlate data of escalated customer tickets and create resolutions for all services.
* Answer customer inquiries regarding billing, service problems, products, and features.
* Responsible for correction of errors and discrepancies on customer billing as necessary.
* Provision telephone numbers and equipment in switches and B.A.C.C.
* Prioritize ticket workflow for trouble tickets, truck rolls, and outages via the Remedy TTS, escalations through all support systems, and the Own It chat.
* Analyze and prioritize work orders for maintenance requests after determining if field visits are required and ensure appropriate follow-up procedures are met via the Own It chat and Remedy TTS.
* Responsible for mitigating fallout from migrations, node splits, and firmware updates of network devices.
* Experienced in installation, configuration and support of Microsoft office products.
* Able to troubleshoot DNS, DHCP, HTTP, SSL, Email, TCP/IP issues.
* Assist customers resolve issues, via phone, email, or chat.
* Perform other duties as assigned.

# Education

## **Glen Burnie High School Glen Burnie, MD**

High School Diploma June 2004

Relevant studies: MS Office, Traditional typing, Computer repair, General studies