

Commercial NOC Metro-Ethernet Technician Commercial NOC Metro-Ethernet Technician  
Commercial NOC Metro-Ethernet Technician - Frontier Communications Rochester, NY Work  
Experience Commercial NOC Metro-Ethernet Technician Frontier Communications 2015 to Present  
-Provided remote repair support for commercial customers of Frontier's Metro-Ethernet fiber  
network. Primarily working with layer 2 NID's & CO switches to support DIA (Dedicated Internet  
Access), Point-to-Point, and Point-to-Multipoint connections for Enterprise level customers. See  
'Technology Experience' section below for specific hardware & software knowledge. -Intensively  
troubleshooted layer 2 connectivity issues with customers on a regular basis. Cooperated with various  
carriers to achieve ticket resolution, with a focus on customer experience & low MTTR. -Assisted  
in the acquisition of new Verizon assets & was selected to train new employees in Tampa, FL on the  
Frontier Metro-E network & layer 2 concepts. -Selected for MEF Certification training & acquired  
MEF Certification 2015. Trouble Resolution Specialist Earthlink - Advanced Services 2014 to 2015  
-Provided support & repairs for circuits including MPLS networks, Hosted Voice (VoIP solutions), T1,  
DSL & GiGE circuits, and managed Wireless AP's (see Hardware & Software sections below for  
specific platform knowledge) -Acquired specific knowledge of Hosted Voice (VoIP) products,  
implementing Aastra & Polycom phones in conjunction with Adtran 6355 & VLAN configurations.  
Worked with field technicians & customers directly to resolve issues. -Managed ticket queue using  
Remedy ticketing platform & part of inbound customer call queue using Aspect. Junior Systems  
Administrator Ward Greenberg Heller & Reidy. LLP 2013 to 2014 -Oversaw production-level  
front-end IT operations of the ~50 employee firm, including ticket gathering & resolution from 3  
regional offices. -Corresponded with third-party IT Services vendor to resolve server-side IT  
problems. -Established new documentation and procedures which were previously non-existent.  
Resulted in skyrocketing solution efficiency. Education B.S in Applied Networking & Systems  
Administration Rochester Institute of Technology 2013

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