

Support Engineer Support Engineer Support Engineer Zebulon, NC Work Experience Support Engineer PBS 2015 to 2017 Giving Support to X-Ray equipment (L3 Equipment) for security airport

Solving different issues related with L3 equipment Working closely with DSA (Security Airport Direction) Support Engineer Ericsson de Honduras 2008 to 2014 * Troubleshooting cases of CORE area * Problems Solutions for CORE's node * O&M Activities for different Operators * Customer Meetings * Link between support rea and customer * Perform maintenance windows to solve problems * SW updates activities * Solving cases to customer's network Multifon 2004 to 2008 Switch Technitian * Alarms revision * E1's (cr ate and admin strate) * DID's (PRI) cr ate and administrate * V5 (cr ate and admin strate) * Create and admin strate ISUP CIC's links * Create and admin strate routes * Traffic Monitoring Activities Implementing E1's at transmisi n level (Hondutel, DID, s, V5). Implementing E1's, provided by M-Switch software provider. NOC Supervisor * Manage E1s (software level) * Cells Monitoring * E1s Monitoring Network Administrator Newcom de Honduras 2003 to 2004 * Software Instalation and Configuration * Account mail (Management and Configuration) * Microsoft Exchange Management. * Customer Service. * HandHeld Configuration. * Antivirus Management. * Software restricci n Management. * User Support Network Administrator Aseguradora Hondure a S.A 2000 to 2003 * At this place I was managing a LAN network for 200 spot (6 cities) * Fixing user issues * HW repair (PC's, Laptops, Printer's) * Mail Management (Cobalt) * Windows Server Administrator * Antivirus Administrator

Conocimientos Adquiridos Education High school or equivalent Skills Optimization, Gsm, Linux, Exchange, Pascal, Visual basic, Visual basic 6, Visual basic 6.0, Cisco, Networking, Unix, R4, Foxpro, Exchange 2000, Ethernet, Excel, Microsoft excel, Microsoft exchange, Lotus notes, Microsoft powerpoint, Tech Support, Desktop Support Additional Information Lenguajes de Programaci n FoxPro Pascal Visual Basic Otras Aplicaciones IS 3.1 Operation & Configuration IS 3.1 Overview Assign Proyect Review Brand Arquitecture Brand Fundamentals MSS SIGTRAN Workshop GSM AXE Operation Improving Communication RBS 6000 in a Nutshell Ericsson IP Overview IP Networks Application Networking & Ethernet Networking Basics, Overview WCDMA RAN P7 Management WCDMA RAN P7 Optimization WCDMA RAN P7 Design WCDMA RAN P7

Functionality WCDMA RAN P7 Delta IP Networking & Internet APG40 Installation & Configuration.
APG40 O&M GSM MSC Configuration GSM/WCDMA MGW R4 Operation & Configuration
Introduction to UNIX Windows 2003 Ap ndice (Migraci n de WinNT 4.0 a Windows 2003) M dulos
1, 2, 3 y 4 en la Academia de Seguridad Inform tica (Microsoft y Tecnologico de Monterrey) Primer
foro de Seguridad Inform tica en Tecnolog as Microsoft Segundo foro de Seguridad Inform tica en
Tecnolog as Microsoft Microsoft Exchange 2000 Aplicaci n y Montaje de la estructura de una red (Cisco Systems)
Instalaci n y Configuraci n de McAfee Antivirus Windows NT Migraci n de
Windows NT-Windows 2000 Visual Basic 6.0 Linux (25 %) Ingles Lotus Notes Microsoft Excel
Microsoft PowerPoint Microsoft Word

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