

Senior Specialist- Network Administrator Senior Specialist-Network Administrator Antelope, CA
Work Experience Senior Specialist- Network Administrator Sacramento, CA 2010 to March 2019
Managed the planning, implementing, and analyzing system performance reviews to improve accessibility, performance, and utilization of all network components. Track, monitor, and integrate various service elements of the system which requires a working knowledge of Operating Systems, Vendor Applications, and Network Design Manage the planning, maintaining, and analyzing the systems for long term problem resolution and perform problem identification, troubleshooting, and resolution in order to ensure minimal service disruptions. Tier 3 coordination with clients and interdepartmental groups to resolve system issues. Works as part of a 24X7 staff to deliver network technical support to address escalations. Provides technical troubleshooting required to recover from complex network problems. Collaborated with business partners to identify business issues, develop and implement business strategy, and assist in setting strategic technical direction in support of customer facing organizations. Reviewed technical documentation and vendor specifications for inclusion/adaptation. Site Engineer, Network Facility AT&T - Sacramento, CA 2005 to 2010 Single Point-of-Contact for Multiple IVR/Voice Mail Sites within the Central Valley and Sacramento Region. Managed operations of multiple Central Office and Commercial Sites, incorporating daily duties such as Site Engineering, Hardware Maintenance/Upgrades, Software Uploads/Upgrades and Equipment programming. Single-handedly managed 500K customers on 4 voice mail platforms; Digital Sound, Nortel Periphonics, Unysis and AT&T Unified Messaging Technical Support PACIFIC BELL - Sacramento, CA 2000 to 2005 Team lead for 15 Tier 1 technicians in supporting customer Loop Exchange Center, Local Operations Center. Maintained various systems, including Lucent 5ESS, Nortel DMS-100 switches, Maintenance Loop Testhead (MLT) System, Direct Connect Test Units (DCTU), Toll grade Digital Maintenance Units, REACT, WFAC/NSDB databases and Oracle database tables. Managed two local system administrators in upgrade, repair and maintenance of 45 corporate computer systems. Automated the workflow of service orders through two work center sites for a Data Service Center. Setup an Automated Call Distributor (ACD) on Nortel Meridian Max telephone switch. Tracked \$1 million in hardware

inventory with 100% accountability. Education Bachelor of Science in Computer Information Systems Saint Leo College - Saint Leo, FL Associate in Aviation Management Air University - Montgomery, AL Skills Operations, Network operations, Network design, Process improvement Links <http://linkedin.com/in/ronald-carson-99243a9> Certifications/Licenses Security+ March 2016 to March 2019 Additional Information CORE COMPETENCIES Leadership Systems Implementation Network Design Network Operations Global Process Improvement Collaboration

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