

TECHNICAL LEAD TECHNICAL LEAD TECHNICAL LEAD Garner, NC Proficient Telecommunication Technical leader with broad-range experience in VoIP, IPTV, and data network support and installation. Strong process management skills with outstanding ability to streamline implementations, configurations, and operations. Work Experience TECHNICAL LEAD AT&T - Raleigh, NC September 2013 to March 2019 Led team of 20-25 Field Technicians. Trained, coached and motivated employees. Assisted field technicians in troubleshooting issues. Coordinated troubleshooting and follow up between different departments. Proficient in running and analyzing data reports. Evaluated employees daily and monthly performance. FIELD TECHNICIAN AT&T - Raleigh, NC January 2010 to January 2013 Installed and maintained AT&T services (IP, VoIP, IPTV). Connected customer facilities to AT&T HUBs. Educated customers on AT&T products and features. Adherence to high customer service standards. Analyzed and troubleshot customers issues. Upgraded customers to new services and features Analyzed logs from tests to find the root cause of problems. NETWORK ADMINISTRATOR ORASCOM TELECOM - ALGIERS, DZ May 2001 to February 2006 ALGERIA Installed and configured software and hardware Monitored system performances and troubleshooting issues. Ensuring security and efficiency of IT infrastructure. NETWORK ADMINISTRATOR HCS - ALGIERS, DZ February 1998 to April 2001 ALGERIA Installed and configured software and hardware Monitored system performances and troubleshooting issues. Ensuring security and efficiency of IT infrastructure. Network extension. Education Bachelor's in Computer science University of Science and Technology 1997 Skills Tcp, Tcp/ip, Vmware, Voip, Tableau, Html, Python, Linux, Css, Sql, PowerBi (2 years)

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