

Field Tech/ Network Engineer Field Tech/ Network Engineer Field Tech/ Network Engineer Dallas, TX A CompTIA Network certified network professional skilled with Microsoft Office 365 tasks, Skype for Business and mailbox troubleshooting. Support services for Microsoft related technologies: Windows Server 2008/2012, Windows Hyper-V, Windows Remote Desktop Services, Exchange, SQL Server, SharePoint, etc. Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security Administer windows servers: Active directory and group policy and Utilized Microsoft Office 365 tasks and exchange troubleshooting. Small cell installation and integration experience on Sprint, Verizon, Nokia, Samsung, and Ericsson equipment Work Experience Field Tech/ Network Engineer Samsung Telecommunications June 2018 to July 2019 Provide support to multi-functional team. (NOC) Manage core networking, RF Engineering, and provide technical support to fulfill multi-technology wireless On-Site Field Support, testing, and troubleshooting Install, Integrate and commission Samsung equipment to Samsung standards Install, Commission and integrate Cisco CSR routers to manufacturer's and Samsung specifications Support troubleshooting of all T-1, ATM backbone, microwave backhaul transmission methodology Support RMA process tracking and documentation for MMBS equipment Lead Field Tech/Airscale Nokia Telecommunications February 2018 to June 2018 Receive assignments and deploy to cell site locations to install, cellular, small cell and DAS equipment Install: Nokia/ALU RRH's, RFM, MRO. DAS headend equipment to include the following OEM's: Corning Mobile Access, CommScope and JMA/Teko. Install, terminate and test CAT 6 ethernet cable. Install and commission DC power plants. Using laptop and specialized software, load software and script Understanding of proper cable routing. Perform call testing and alarm clearing. Follow updated MOP when performing any type of small cell work. Responsible to pick-up cellular, DAS and small cell equipment from customer or company warehouse location and care for, scan and report on equipment disposition. Complete and deliver site completion report within deadline Field Tech/Airscale Nokia Telecommunications August 2017 to February 2018 Understand the RF design of a macro cell site (RF components such as CBC's, cabling, RRU's, antennas, fiber cabling, Power Systems) and the installation, integration and testing

of such. Order BOMs (Build of Materials) for hardware installation Create and follow detailed instructions on power, grounding, and fiber optic cabling. Maintain an updated and accurate inventory database Understand macro cell site BTS and RF components (e.g.: CSR's RRH's, BBU's, MMBS/BTS's, power upgrades, Network Interface Devices). Commissioning and integration of Smart Integrated Access Devices (SIAD) and Optical Baseband Interfaces (OBIF). Test fiber and Coax cables Commission and integrate Cell Site Routers and Switches (Cisco, ALU, Ericsson). Troubleshoot issues from the edge to the core of a network. Read, identify and change site configurations according to plans or drawings. Upgrade BTS equipment to current Software levels and Install licenses, create and load scripts using BTS management software. Provide support to switch and field technicians during installation and integration. Assist in the development of MOP's and procedures for commissioning, integrating and testing. Perform E911 and Acceptance call testing and alarm clearing. Perform Parameter Audit. Thoroughly document, report and communicate processes, procedures, and results. Field Tech/ Network Systems Lockheed Martin Aeronautics - Fort Worth, TX January 2017 to August 2017 Modify New and existing users dependent on security clearance Skilled with Microsoft Office 365 tasks and mailbox troubleshooting Keep an inventory of standard network patch cables and cabinets parts Detect and remediate viruses and malware on IT hardware Conduct minor repairs on network patch cables and server cabinets Plan and deploy Laptops and Desktops to customers with a windows 10 image Capture users C: drive and capture image to migrate over to newer equipment with windows 10 image Provided help desk assistance to users Install and uninstall diagnostic hardware such as network sniffers Maintain, analyze and troubleshoot computers, printers and other peripheral devices Monitor network activity using network intrusion detection systems Administering and troubleshooting Windows client/server operating systems (Win 7,8,10, Server 2003, 2008, 2012) by utilizing DOS commands, logs and services. IT supports relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on VMware or Microsoft Hyper-V. Support services for Microsoft related technologies: Windows Server 2008/2012, Windows Hyper-V, Windows Remote Desktop Services, Exchange, SQL Server,

SharePoint, etc. Remote access solution implementation and support: VPN, Remote Desktop Services, and Citrix. Diagnose and correct common local-area network issues System documentation to include system reviews and recommendations. Execute the administrative tasks required in creating and tracking Service Requests Execute and follow the documented processes to ensure consistent and expected results from network service providers. Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security Implement and support backup, restore and disaster recovery solutions. Install and support technology for end users (hardware, software, and license. Support office and remote staff in a Mac and Windows environment. Troubleshoot hardware, software, and network issues for end users.

Network/Systems Administrator Clover Telecommunications - Irving, TX May 2016 to January 2017

Perform server troubleshooting and configure system and applications Add and modify new and existing user's permissions sets Actively complete assigned tickets through clover's ticketing system Perform software installations and upgrades Utilized Microsoft Office 365 tasks and exchange troubleshooting Experience with Microsoft exchange Administer windows servers: Active directory and group policy Experience with Microsoft exchange Provide daily reports for multiple customers using excel and outlook Manage multiple network alarms Proactively start daily task with no supervision Provide professional technical support Diagnose and correct common local-area network issues. Field Tech/Lead Network Engineer Ericsson Telecommunications - Irving, TX June 2014 to April 2016 Level 3 Lead engineer for south central region (Dallas, Killeen, Oklahoma City, Houston) Install Samsung MMBS equipment, ground, and provide power Provide standard color-coded cable management for DUS equipment Provide technical support for WiMax and LTE systems Keep an inventory of standard network patch cables and cabinets parts Proactively without notification start daily troubleshooting tasks with minimal to no supervision Install and uninstall diagnostic hardware such as network sniffers Implemented Cisco switches to Ericsson cell sites Maintain multiple tasks at all times Installed and provided maintenance for existing AP's Manually configure Dragon Wave microwave units Rack and stack server and network hardware Responsible for logging and keeping track of cell

equipment before and after installation Augment Sprint/Clear wire/Ericsson 3000/6000 cabinet series equipment and maintain optimum performance Responsible for LTE/RBS integration on Ericsson 3000/6000 series cabinets Explain causes of network alarms and provide fixes Training new hires on Ericsson 6000 series cabinets in the field Utilized Microsoft excel, outlook and O365 to create and send daily logs Maintained a daily schedule and list of remote sites visited using excel to properly document for project managers Diagnose and correct common local-area network issues Maintain, analyze and troubleshoot computers, printers and other peripheral devices Create and complete tickets using remedy ticketing system

Field Tech/ Network Engineer
Ericsson Telecommunications - Irving, TX June 2013 to 2014 Lead engineer in the Tennessee region (Nashville, Murfreesboro, Memphis) Provide technical support and Infrastructure monitoring day to day operations for NOC activity. Install and uninstall diagnostic hardware such as network sniffers Provide maintenance to existing access points integrated Cisco technology into Ericsson 6000 series outdoor server cabinet Managed a schedule and sent daily reports to project and area managers using Microsoft excel and outlook Assist in the development of NOC processes and procedures. Work well with team members and dispatch groups to sites to troubleshoot alarms Proactively without notification start daily tasks with minimal to no supervision Maintain multiple tasks at all times Utilized Microsoft Office 365 tasks and exchange troubleshooting Managed LAN networks at remote sites for my clients Responsible for the installation and maintenance of cell site equipment Responsible for logging and keeping track of cell equipment before and after installation Worked with NOC to resolve any troubleshooting issue with at a site Responsible for LTE/RBS integration on Ericsson 3000/6000 series cabinets Responsible for determining problems and fixes for every alarm that I am assigned Mandatory NOC training

Ericsson Telecommunications - Irving, TX June 2012 to July 2013 Service Desk On Call support and for fellow field techs and NOC engineers within my respected region. Proactively supported the customer LTE, WCDMA network (ENodeB, RNC, RBS, SGSN/MME, MGW, GGSN) performance by automatically monitor and audit network availability, utilization, network bandwidth and buffer overflows for ATT/TMO/Verizon/MetroPCS with Perl/Expect scripting, SQL, HTML, and XML.

Worked with CNS to automate the procedures to detect the hot issues encountered with new version release of LTE, WCDMA and generate the reports with the workaround solutions to customer. Automated proactively hourly health check, providing WCDMA RNC Sub rack KPIs alert, critical alarms, system events & exceptions, basic troubleshooting, audits, data analyzing and reporting for assigned product area/customer. Automated the process of preparation, pre-check and after-check for emergency recovery, network deployment, migration, SW/HW upgrade.

Service Desk (NOC) Ericsson Telecommunications June 2010 to July 2012 On Call support and for fellow field techs and NOC engineers within my respected region Proactively supported the customer LTE, WCDMA network (ENodeB, RNC, RBS, SGSN/MME, MGW, GGSN) performance by automatically monitor and audit network availability, utilization, network bandwidth and buffer overflows for ATT/TMO/Verizon/MetroPCS with Perl/Expect scripting, SQL, HTML, and XML.

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Education BA in Computer Information Systems Management West Texas A&M - Canyon, TX May 2012 Skills Maintenance, Networking, Troubleshooting, Microsoft Word

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