

Switch Translations Engineer Switch Translations Engineer Switch Translations Engineer - Pinnacle Staffing Services Decatur, TN I am looking for an organization which recognizes the value of hard work and trusts me with responsibilities and challenges that allow me to enhance my knowledge and capabilities as a professional. Work Experience Switch Translations Engineer Pinnacle Staffing Services August 2019 to Present Worked with the Genband DMS100/TOPS/DMS200/Operator Services translations and APMAX teams, working with customers and vendors to ensure quality of service. Supported business service customers (ACD, PRI's, centrex). Sr. Switch Translations Engineer Frontier Communications June 2010 to July 2019 Led the Genband TOPS/DMS200 Operator Services translations and APMAX teams, working with customers and vendors to ensure quality of service. Also worked in the DMS100/10 and GTD5 switch technologies. Supported APMAX rollout, business service customers (ACD, PRI's, centrex). Led many projects, wrote PERL programs to promote automation, accuracy, and completion of work in a timely manner. Wrote training documentation and mentored/trained fellow employees. 1st point of contact to troubleshoot any issues in the DMS100/DMS200/TOPS/APMAX switch technologies. Switch Translations Engineer Verizon Telecommunications June 2000 to June 2010 Performed TDM switch translations in the DMS100/DMS200/DMS10/GTD5/5ESS/DCO; doing centrex, PRI's, call/code routing, SS7 and MF trunking, and Operator Services. 1st line of contact for troubleshooting any issues for Operator Services and the DMS100. Wrote PERL programs automating Business Services translations standardizing centrex and BS trunking builds. Wrote training documentation and led classes for the DMS100 technology. Contractor - 911 database administrator GTE January 1999 to June 2000 Processed service orders using MARK, NOCV and SOURCES to maintain the integrity of the 911 database. Education MIS University of South Florida 1999 Skills Telephony (10+ years), Switching (10+ years), TDM (10+ years), Genband DMS (10+ years), APMAX (3 years)

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