Shawn Recker

shawnrecker@gmail.com 971-263-5777

5323 NE Wisteria Dr, Portland, OR 97213

### **Objective**

I’m seeking employment opportunities where I can install and manage telecommunication networks.

### **Experience**

# Rab Communications *2008- 2011* Field Supervisor

* **Technician -** Installed and tested networking equipment (hubs, switches, and routers), VoIP and PBX phone systems and alarms. Also provided software upgrades and virus removal.
* **Networking –** Designed, installed, and maintained Rab Communication’s LAN, WAN, VPN network and phone systems including 30 pc’s and 25 phone lines at 3 locations.
* **Troubleshoot** **-** Resolved network, software, hardware and phone issues.
* **Project Management –** Oversaw short term, long term and continuous projects insuring timely completion and a positive customer experience.
* **Supervisor -** Supervised two leads and up to 25 field technicians.
* **Trainer -** Developed training manuals and tests for communications Technician 3 and 4 certifications.
* **Dispute Resolution -** Provided troubleshooting services and resolved public relation issues.
* **Scheduler -** Optimized daily routes for twenty field technicians to maximize productivity.
* **Drafting** – Drafted construction documents using AutoCAD based on customer requirements.
* **Programming –** Wrote Visual Basic program to analyze and improve trouble tickets.

# Prince Telecom *2005–2008* Lead Cable Technician

* **Lead Field Tech -** Provided technical support and troubleshooting for twenty field technicians.
* **Dispute Resolution -** Provided troubleshooting services and resolved quality issues.
* **Scheduler -** Optimized daily routes for twenty field technicians to maximize productivity.
* **Technician –** Installed cable TV, internet service, networking equipment (hubs, switches and routers) VoIP and PBX phone systems and alarms.

# Northsky Communications *2003–2004* Cable Technician

* **Technician –** Installed cable TV and cable internet services.
* **Customer Service -** Provided troubleshooting services and resolved quality issues.

# Nortel Networks *2000–2002* Lead Network Technician

* **Installation –** Installed and turn up networking equipment (hubs, switches and routers) and PBX phone systems .
* **Supervisor -** Directly supervised up to ten network technicians on large enterprise class deployments.
* **Troubleshooting -** Troubleshooted enterprise telecommunications equipment.
* **Testing** – Followed testing guidelines for testing Ethernet, SONET/SDH and TDM to insure 99.999% reliability.

# Comforce *2000–2000* Installation Technician

* **PBX Phone -** Installed PBX phone systems.
* **Fiber Optical –** Installed power and fiber optic cable.

# Stream *1999–2000* Tier 2 Technical Support

* **Troubleshooting –** Provided Troubleshooting of Athome internet service.
* **Customer Support –** Configured and supported desktop software.

# Communication Engineering Co. *1997–1999* Installation Technician

* **Installation –** Installed nurse call and code blue systems.
* **Wiring -** Installed Cat 5 cable in commercial buildings.

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# United States Air Force *1991–1995* Communication Specialist

* **Security -** Trusted with top secret security clearance.
* **Hardware -** Installed computer software and hardware systems.

# **Education & Training**

2011 VMware ESX, CCNA Security

2010 CCNA, Visio, Microsoft Virtualization

2009 CCENT, CompTIA Network+, SQL

**Portland Community College**  *2006*

* AutoCAD

**University of Iowa**  *1997 – 1998*

* Electrical Engineering

**Kirkwood College** *1995 – 1997*

* Associates degree Electrical Engineering
* Dean’s list 3.3 GPA

# **Certifications**

* **Dell -** Trusted Advisor for Field Service, Managed Deployment Tech Lead, Client Softskill, On-site Troubleshooting w/ Power Tester, Basic Wireless Technology and ESD.
* **NCTI -** Core & Video, High Speed Data, Digital Voice.

# **Software Skills**

|  |  |  |
| --- | --- | --- |
| * Auto CAD * Linux * VOIP * Call Pilot * Call Manager | * Apache Web Server * Computer Security * Virtualization * Switch/Router Configuration * VPN setup | * Microsoft Office * Windows XP, Vista, Server 2003, DOS * Microsoft IIS, Visual Basic * Active Directory |

# **Equipment**

Nortel - Optical Long Haul, Optical Metro, Meridian

Cisco - 10/100 VPN Routers, DSL modem, Cable modem

Motorola -Taps and Passives, Broadband VoIP, SURFboard Modems

Digital Lightwave fiber test sets, CAT5/6, Coaxial test sets

# **Volunteer Services**

Volunteered through Hands-On-Greater Portland; serving Habitat for Humanity, Columbia Symphony Orchestra, Zimbabwe Artist Project, and the Friendly House.

# **Interests**

When I’m not working I can be found water skiing, snow skiing, cycling, and enjoying other outdoor activities in the great northwest.

# **References**

Josh Hamilton Supervisor Prince Telecom 503-710-4633

Bekim Taylor Supervisor Prince Telecom 503-309-3206

# Kelly DiLorenzo Project Manager Prince Telecom 919-264-1256