

ALAN KILLIAN

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PROFESSIONAL PROFILE

Dedicated and highly skilled IT/Telecommunications Analyst who enjoys challenges. Cisco Certified Network Associate with extensive experience in providing a wide variety of IT and Networking services within the Scarsdale School District and Verizon Corporation. Proficient in repair, maintenance and provisioning of Windows Desktops. Also have an extensive background in maintenance and installation of fiber optic WAN's, LAN's, DS3 & DS1 circuits, Cisco Routers and Switches. Skilled troubleshooter and trainer with proven ability to diagnose problems and find immediate solutions. Extensive experience at training Faculty on new technologies while assisting them with urgent troubles. Conducted hands-on training for fellow technicians. Excellent interpersonal skills with the ability to communicate with all levels of employees.

- Provide technology support for over 100 Teachers and staff. Responsibilities include troubleshooting Windows Seven, LAN based Networks, Application issues and entry level Novell NetWare issues. Work directly with teachers and staff in supporting their technology needs.
- Web development. I am currently involved in broadening my skill base in JavaScript, jQuery, PHP, and HTML so as to be able better able to bring these technologies to the classroom.
- Collaborated extensively with engineering on the installation and execution of the new Verizon technology, FiOS. Worked with Engineers and staff members helping them adapt and implement this new technology, leading to a successful rollout from 2008-2010.
- Independently handled the isolation & resolution of simultaneous network troubles on a daily basis.

PROFESSIONAL WORK EXPERIENCE

Scarsdale School District, Scarsdale, New York

Computer Technology Associate

2011-Present

Work directly with Scarsdale High School Teachers/Staff and students in providing technology support in the following areas:

- Desktop Technician duties including maintaining and troubleshooting Windows Seven, Novell, and SmartBoard issues.
- LAN/WAN maintenance and troubleshooting(i.e. network connectivity, Windows Seven network configuration setup.)
- Ongoing training of the Teachers and staff on new technologies such as integrating cloud computing with teaching and using Chromebooks in the classroom.
- Responsible for Installation and Support of Web Development infrastructure for Scarsdale High school Faculty. This includes are own LAMP server which is used in classes on Introductory Database and Web Development. I also have developed and deployed a Web based Equipment Inventory tracking system

for the school and installed the BookIt open source resource management program to manage our Computer Labs, Chromebook, and Laptop carts ([SHS Scheduler](#).)

- Also provide support for applications such as Adobe Premiere, Photoshop, Microsoft Office and other educational software.

VERIZON, Bronx, New York

Telecommunication Analyst

1988 - 2010

Worked in the central office servicing the internal Verizon Network, pulling orders, making all preparations for test and turn up of telecommunications services (e.g., new T1 & T3's, nodes for SONET rings, and DACS.)

Evaluated systems and equipment and implemented changes to the network. Trained fellow analysts on the job, provided help as needed.

- Received and responded to reports of diverse network outages by effectively troubleshooting problems and resolving outages to customers' satisfaction.
- Created and implemented formal FiOS procedures in the central office area that became best practice for all subsequent technicians.
- Always met monthly objectives on customer outage times, allowing Verizon to meet all internal metrics for Quality of Service (QoS) levels.
- Accomplished 100% on time delivery for all new telecommunications services ordered within my assigned Central Offices.
- Partnered with engineers and outside plant technicians on the build out of over 100 Verizon, AT&T and Sprint wireless cell sites. Implemented over 100 100Mbps circuits on Fujitsu 4100's.

EDUCATION

CUNY at LEHMAN COLLEGE, Bronx, NY

Master of Science – Computer Science

SUNY at STONY BROOK COLLEGE, Stony Brook, NY

Bachelor of Art – Psychology

SUNY at Westchester Community College/Verizon, Valhalla, NY

A.S. - Telecommunication Technology (**President's Honor List**)

TRAINING, CERTIFICATIONS & AWARDS



Cisco Certified Network Associate