

# DOUGLAS EDGE

Senior Network Support Manager at AT&T

BELLSTHGUY@HOTMAIL.COM

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## Summary

Presently working as a Senior Support Manager for AT&T. I have an undergraduate degree in Computer Science and a MBA. Currently working to broaden my skills by completing a Front-End Web Developer Nanodegree offered by Udacity. I possess a good work ethic, organizational, analytic and cost savings skills. I also work to staff new departments and groups that includes recruiting, interviewing, coaching and training. I also have supervisory experience in managing both management and non-management with excellence and professionalism by providing coaching and mentoring along with setting the example of business expectations through MSOC methodology and attendance. As a Technician I maintained records required for trouble reports, routine test, trouble clearance and work activities. Performed periodic preventive maintenance by analyzing defects, performing tests and repairs. Maintained telephone switching circuits and equipment in company central offices, remote repeater locations and administrative buildings by using various test equipment. Worked alone and with other employees in testing, adjusting and/or repairing central office equipment and facilities used in providing high quality network switching, trunking, and special services which include but not limited to exchange service, high speed data and packet switching.

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## Experience

Senior Network Support Manager at AT&T

September 2000 - Present (14 years 10 months)

Responsible for requirements, testing, planning and implementation of new software, hardware and applications relative to new product delivery, systems architecture, process enhancements, infrastructure and security. Participates in software development project activities including tech/business requirements and design, tech writing and Methods/Proc. May assist in the coordination, evaluation and partnership with tech vendors, outside consultants and internal dotted line resources.

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## Languages

English

(Native or bilingual proficiency)

Spanish

(Elementary proficiency)

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## Education

Udacity

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Nanodegree, Front-End Web Developer, 2014 - 2015

Activities and Societies: Completed 4 projects that include an Online Resume, a Classic Arcade Game Clone, Website Optimization and an Interactive Neighborhood Map.

Liberty University

Master of Business Administration (MBA), Business Administration and Management,  
General, 2005 - 2007

Methodist College

Bachelor of Science (BS), Computer Science, 1994 - 1997

Activities and Societies: Math Club

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## Skills & Expertise

Telecommunications

TCP/IP

VoIP

IPTV

Wireless

Management

Vendor Management

Project Management

Strategic Communications

Time Management

Process Improvement

Technical Documentation

Networking

Troubleshooting

Cisco Technologies

User Interface Design

JavaScript

JSON

HTML

XHTML

CSS

Canvas

Unix

C++

C

Github

Visio

Web Design

Struts2

Bootstrap

jQuery

Critical Rendering Path

60FPS Rendering

JavaScript Web App Frameworks (Knockout)  
JavaScript Testing Frameworks (Jasmine)  
Object-Oriented Programming  
Chrome Developer Tools  
Employee Training  
XML  
Workforce Development  
Root Cause Analysis  
Quantitative Research  
Staffing & Recruiting  
User Acceptance and System Testing  
SharePoint Administration  
JAVA and J2EE  
Team Building & Leadership  
Eclipse  
Business and Data Analyst  
Python

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## Certifications

Six Sigma Green Belt  
AT&T     June 2011  
ISO 9000 Auditor  
AT&T     December 2011  
Cisco Certified Network Associate (CCNA)  
Global Knowledge Training     May 2013

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## Projects

Game  
January 2015 to March 2015  
Members: DOUGLAS EDGE  
A "Frogger" style game that demonstrates web design and programming skills.

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## Courses

Senior Network Support Manager  
AT&T  
Java Database Connectivity     50906367  
Java Basics One     50881975  
Java Basics Two     51448918  
Object Oriented Concepts     50668102  
Java Web Development     50834542  
HTML/XHTML     50995402



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[Contact DOUGLAS on LinkedIn](#)