Gerren Gregory

Computer/Cable/Network Technician

Memphis, TN

gerren.gregory@gmail.com

(501) 256-5933

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Computer/Cable Technician

Staley Technologies Incorporated
September 2016 to September 2017

Installed new camera and speaker system at Kroger grocery store. This included pulling and termination of category 5 Ethernet cable and speaker wire.
● Installed new camera systems inside schools in the Stuttgart area. This included pulling and termination of category 5 Ethernet.
● Migration of workstations from Windows XP to Windows 7. Data backup, ghosting, imaging, hardware and software troubleshooting.

Level II I.T. Technician

L'Oreal Maybelline Company
October 2014 to September 2016

Provides Level 2 IT support for L'Oreal Distribution Center and Manufacturing Plant.
● Responsibilities include: Active Directory Administration, Windows XP and 7 support, Laptop/PC hardware and software troubleshooting, PC deployment/installation, VoIP support, Data Backup, PC imaging, Psion/Data logic RF Scanner support, Network connectivity support.

Network Analyst

TekSystems Incorporated
July 2013 to September 2014

Monitoring and troubleshooting the Windstream Fiber to the Tower CWDM/DWDM (coarse wavelength division multiplexing, and dense wavelength division multiplexing) network from the Windstream NOC.
● Conduct upgrades to the EtherNID, MetroNID, and MetroNODEs devices. Gives direct support to Outside Plant Technicians. Supports transport network operations.

Dish Network Satellite Technician

Southern Star Incorporated
January 2013 to July 2013

Installs, troubleshoots, and repairs Dish Network Satellite systems.
● Conducts site surveys to determine proper placement of equipment to ensure optimum signal strength.
● Installs, troubleshoots, repairs RG-6 and RG-59 coax cable.

● Maintains accurate equipment inventory.

Network Data Communications Analyst

Lockheed Martin
October 2011 to November 2012

Monitored/Coordinated systems control activities of Al Udeid AFB by ensuring top quality service for mission essential data and voice circuits consisting of Cisco routers/switches, patch panels, SONET, Promina 800 nodes, ATM, Canoga Perkins fiber modems, KIV-19s, KIV-7HSBs, KG-84s and Taclane encryption devices supporting the entire SWA AOR. • Configured encryption for secret-level communications.
● Provided management to multichannel transmission systems operators that install, operate, and provide unit level maintenance on multichannel line-of-site and communications devices, and associated equipment. Supervised and performed management and administrative duties related to personnel, systems operations, and logistics.
● Assisted less experienced personnel in the configuration and maintenance of information-processing equipment. Highly competent in maintaining and servicing equipment and ensures work area safety measures. Responsibilities included working with data and consistently handling material of a sensitive nature.
● Managed team operation of telecommunications systems, and data networks. Provides helpdesk support by engineering effective solutions to data and voice communication difficulties. Performs project management, prepares and maintains reports, records, and operational databases used.
● Planned, coordinated, and supervised the installation, operation, and maintenance of telecommunications systems and data networks, including switching, cable, and automation equipment.

Tech Control Facility Technician

ITT Systems Corporation
May 2009 to September 2011

Monitored/Coordinated systems control activities of Enduring Base Sharana by ensuring top quality service for mission essential data and voice circuits consisting of Cisco routers/switches, patch panels, Promina 800 nodes, Canoga Perkins fiber modems, KIV-19s, KIV-7HSBs, KG-84s and Taclane encryption devices supporting 20000+ Joint Forces personnel.
● Configured encryption for secret-level communications. Provides management to multichannel transmission systems operators that install, operate, and provide unit level maintenance on multichannel line-of-site and communications devices, and associated equipment.
● Highly competent in maintaining and servicing equipment and ensures work area safety measures. Responsibilities include working with data and consistently handling material of a sensitive nature. Manages team operation of telecommunications systems, and data networks.
● Established operational goals, enforced standard company policies, conducted employee briefings, inspections, and operational readiness training, and coordinated logistical support whenever needed. • Provided helpdesk support by engineering effective solutions to data and voice communication difficulties.
● Performed project management, prepared and maintained reports, records, and operational databases used. Conveyed and enforced management policies and practices. Supported logistical management systems.

Computer Systems Control Journeyman, AFSC

U.S. AIR FORCE, Osan Air Base - KR

September 2007 to September 2008

3C251

● Performed maintenance on PACAF Strategic Tactical Interface (STI) and Compact Digital Switch. Supported C4I systems forming the voice and data communications hub for the entire South Korean peninsula.

● Established and maintained strategic communication links for the Korea Combat Operations Intelligence Center. Deployed/supported five Collocated Operating Bases (COB) forming the basis of theater wartime architecture.

Computer Systems Control Journeyman, AFSC

U.S. AIR FORCE, Osan Air Base - Barksdale AFB, LA
July 2006 to September 2007

3C251

● Vital member of a 15-person team which installed, configured and maintained network routers, switches, multiplexers, modems, cryptographic devices and cable to support multimillion dollar Theater Battle Management Core System (TBMCS), Global Command and Control System, and Non-secure Internet Protocol Router and Secure Internet Protocol Router Networks for the 8th AF and USSTRATCOM Global Strike and Integration (GSI) Air and Space Operations Center
(AOC) during exercises and real world contingencies.

● Installed multiple Sun Microsystems and Dell servers and installed/configured multiple Cisco switches/routers.

● Isolated, repaired and installed 1000's of feet of Cat-5 and fiber optic cable.

● Troubleshot/Replaced PC and server hardware and software components to include motherboards, power supplies, network interface cards etc.

Computer Systems Control Journeyman, AFSC

U.S. AIR FORCE, Osan Air Base - KR
May 2005 to July 2006

3C251

● Maintained/Coordinated systems control activities of Osan AB Defense Information Infrastructure (DII)facility by ensuring high quality service for 470 DII voice and data circuits consisting of patch panels, punch down blocks, Promina 400/800nodes, ATM/SONET nodes, KIV-7 and Taclane/Fastlane encryption devices.

● Optimize operation and associated computer systems through monitoring of performance characteristics, coordinating database updates, and identifying and correcting areas of deteriorating performance.

● Routinely ensured that spare parts, supplies, and operating essentials are requisitioned and maintained.

Education

Some college

Skills

CISCO, CSU/DSU, PROMINA, Networking, Ticketing Systems, Windows, Computer Hardware, Network Administration

Military Service

Branch: United States Air Force
Rank: E4