

## **Darrell R. Bare**

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### **Summary**

An IT engineer with over twenty years experience in detail oriented positions. Proven track record in delivering on-time, quality and professional results, including managing complex networks and multi-million dollar accounts. Strengths include troubleshooting, documentation, and communication.

Solaris  
Mac  
Pages  
Omnigroup  
SIP  
Splunk  
Bash

Linux  
Word  
Numbers  
SQL  
TDM  
Confluence  
Python

Windows  
Excel  
Visio  
VoIP  
RegEx  
Jira  
IP

### **Professional Experience**

#### **Lumen – Broomfield, CO**

**2016-Present**

##### **Senior CDN Operations Engineer**

- Tested and managed rollout of all new code releases.
- Maintained operational functionality of 20,000+ linux servers.
- Tier 3 support for customer requests and problems.
- Tier 3 support for junior technicians.
- Liaison between engineering and operations.

#### **Six Actual Software – Westminster, CO**

**2015-2016**

##### **Software Solutions Engineer**

- Agile Product Owner for a “new to the industry” application.
- Gathered all requirements, wrote user stories and drove them to completion.
- Consulted as a software industry expert and business analyst for my customer who was not in the software industry.
- Managed budget, hours, and burn down for the multi-million dollar project and seven employees.

#### **Level3 Communications - Broomfield, CO**

**2012-2015**

##### **Operations Engineer**

- Led operational integration efforts for all collaboration products into the Level3 workflows.
- Managed all production traffic for \$180M in collaboration revenue.
- Third level support of all technical staff.
- Lead Splunk implementation engineer.

#### **Readytalk – Denver, CO**

**2010-2012**

##### **Customer Care Engineer**

- Telecommunications SME for the company, including, customers’ (internal and external) contact for all telephony issues in the network.
- Technical liaison between Readytalk and their telephony vendors.
- Sales Engineer for the most technically complex customers and prospects.

#### **Intercall – Louisville, CO**

**2010-2010**

##### **Channel Manager**

- Primary sales representative for 20+ wholesale accounts, totaling \$200K in monthly revenue.
- Performed both hunting and farming all wholesale accounts in the western U.S. region.

#### **Global Crossing – Denver, CO**

**2000-2010**

##### **Collaboration Sales Engineer**

- Primary engineering point of contact for all western and central region collaboration accounts, totaling more than \$50M in annual revenue.
- Primary engineering point of contact for all western and central region outside sales people.
- Attend many prospect/review meetings with corporate decision makers and act as the subject matter expert for our collaboration products and the collaboration industry as a whole.
- Facilitator of customer technical requests to product and development teams.
- Beta user for all new features of any collaboration product.

##### **Conferencing Network Engineer**

- Primary engineer for our new Pactolus event conferencing system. This new platform integrated TDM, VoIP, SIP, Java, XML, SOAP, and Oracle technologies.
- Responsible for forward looking, revenue generating projects.
- Third level support of all technical staff.
- Re-wrote all testing and implementation procedures, including all technical service documents, method of procedures, and regression test plans.

##### **Conferencing Network Operations Technician**

- Extensive SS7, ISDN, and robbed bit telephony network troubleshooting.
- Third level support of world-wide audio conferencing platforms.
- Third level support of server infrastructure.
- Second level support on telephony switching equipment.
- Second level support on digital cross connecting platforms.
- First level support on switches, routers, and other data equipment.
- Maintained communications between technical staff and internal/external customers.
- Provide third level support for escalation to outside vendors.
- Provide assistance and training to first and second level support technicians.

##### **Product support / Technical support**

- Develop, maintain, and install five different company specific software suites.
- Maintain communications between operations staff and technical staff.
- Third level support of 150 Window's computers.

#### **Education**

- University of Phoenix – One year remaining in an Associates of Science in Cybersecurity degree.
- Front Range Community College – Solaris 9 certification course
- Community College of Denver – (CCNA) Cisco Certified Network Associate
- SUN Microsystems – Fundamentals of Solaris 8, Solaris 8 System Administration
- Front Range Community College – PC Troubleshooting and Maintenance
- Voyant Technologies - Received training on vendor specific hardware and software including OS2 and Solaris
- Boulder Valley Vocational Technical Institute – IBM Mainframe operations and Accounting
- College Hill Associates – Telephony, T-carrier, and SS7