Eric Jones

Date of birth: 22/03/1978 | **Nationality:** American | **Gender:** Male | **Phone number:**

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WORK EXPERIENCE

01/03/2019 – CURRENT Middleton, United States
CEO NATHANIEL PUBLISHING LLC

Responsible for selecting, producing, marketing and distributing of original books and associated materials. Choosing marketable pieces of work, arranging editing and production, overseeing book design, creating a marketing strategy, and handling revenues. Interfacing with 3rd party vendors for distribution and supply chain integrations. Website administrations for online marketplace.

01/11/2017 – 15/12/2021 Portland, United States
CEO COVETED DEALS LLC

Experienced eCommerce drop ship operations professional offering expertise in the end-to-end processes, system integrations, vendor onboarding, site merchandising, marketing, inventory, and order fulfillment. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

11/01/2011 – 12/04/2019 Frankfurt, Germany
NETWORK ENGINEER EUNETWORKS

■ Operational support within various WAN, VLAN, and MPLS infrastructures in a Telecoms/ISP environment (CWDM & DWDM networks).
■ Configuration and troubleshooting of layer 2 issues via command line.
■ Monitoring of the layer 1 and layer 2 network via network operation control center tools.
■ Reacting to network alarms and alerts in order to provide proactive notification of issues to customers.
■ Act as the customer's advocate within the organization. Taking ownership of issues from the time of receipt through to resolution.
■ Escalate issues in a timely and effective manner to management and to the technical authority.
■ Proactively identify opportunities for improvement or areas of risk within the working environment.
■ Involvement in ad-hoc projects to the support business continuity.
■ Managing access to the network to ensure all work is controlled and understood.
■ Provide Tier 2 technical support to customers and internal departments.

05/07/2010 – 05/12/2010 Frankfurt, Germany
FIELD TEST ENGINEER ALTA TELECOM

■ Integrates optical, electronic and Interconnect components in the design of optical communication systems and sub-systems
■ Supports international clients in systems tests and testing methodologies
■ Serves as technical contact with customers to support product definition, improvements, changes and problem resolution.
■ Responds to emergency/scheduled trouble-tickets and responsible for equipment fault isolation and resolution.
■ Principal test engineer for client Huawei Backbone DWDM optical transmission system(s).

04/10/2005 – 03/04/2009 Landstuhl, Germany
REGIONAL HUB NODE BASBAND TECHNICIAN TIER 3 ROME RESEARCH CORP

■ Coordinate and respond to traffic from interfacing organizations such as Tech Control Facilities (TCF), DISA, Europe Theater Network Operation Centers (E-TNOCS), PM DKET, and PM WIN-T (Third-Party Vendors).
■ Supported work center activities by collecting information including gathering equipment status reports, Detailed Outage Reports (DOR), After Action Reports (AAR), remedy tickets and hazardous condition (HAZCON) reports.

- Updated Master Station Log (MSL).•
- Provided 1 st & 2 nd and 3rd level support and direction on RF and LAN/WAN issues associated with distant end (strategic or tactical) equipment via phone, help desk software and or email.
- Troubleshoot, isolated and corrected equipment failures and stoppages.
- Inspected, diagnosed, and tested equipment to maintain mission readiness and sustainability.
- Exhibited an ability to understand schematics and perform comprehensive level maintenance on communication equipment. Provided personnel training on the same.
- Support various networking configurations and topologies, such as TDMA, FDMA, CDMA and IP based equipment.
- Technical assistant with the quality & control acceptance testing for new Regional Hub Node (RHN) at Media Gateway Facility Landstuhl.
- Responsible for initial Technical Writing of Standard Operating Procedures (SOP) for the station contracted company in support of the Regional Hub Node.
- Responsible for the implementation of quarterly information assurance vulnerability alerts (IAVA) updates on all RHN related servers.
- First RHN facility with connectivity and one hundred percent services (DSN, [Web, VoIP, E-Mail] , secure/unsecure / NIPR + SIPR) provided to distant end users.

05/03/2004 – 03/10/2005 Kircheimbolanden, Germany

TELECOMMUNICATIONS TECHNICIAN 2 MANTECH OPMAS-E

- Complied with the site supervisor's policies, and maintained the operation of the Donnersberg Technical Control Facility during duty as well as non-duty hours.
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- Maintained the daily Master station log as well as performed shift-to-shift inventories on operational keys as well as communications test equipment and peripheral devices that included but were not limited to COMSEC devices, TIMS test sets, TRAMCON terminals, DPAS,ALCATEL RADIOS, CISCO ROUTERS, AT&T systems/programs (I-2000) and theDATALOCK-10.
- Performed Cryptographic updates and saw to the timely disposal of outdated COMSEC material.
- Collected and tracked trend analysis data and conducted weekly in-service quality control testing.
- Performed daily maintenance on communications equipment and reported all site deficiencies and problems to the Site Supervisor.

03/08/2002 – 01/01/2004 Darmstadt, Germany

SMALL EXTENSION NODE SWITCH SUPERVISOR UNITED STATES ARMY

- Planned, supervised, coordinated, and provided technical assistance in the installation, operation, and maintenance of one AN/TTC-48D (V) 2 Small Extension Node Switching Shelter, one 3600 series Cisco Router, one Line of Sight Shelter, one 10k Generator set, three prime movers, cable and associated equipment valued in excess of one million dollars.
- Responsible for fault resolution and keying of associated equipment.Planned, supervised, coordinated, and provided technical assistance in the installation, operation,and maintenance of one AN/TTC-48D (V) 2 Small Extension Node Switching Shelter, one 3600series Cisco Router, one Line of Sight Shelter, one 10k Generator set, three prime movers, cableand associated equipment valued in excess of one million dollars.
- Assisted in the emergency installations of NIPR & SIPR circuits to IDNX and DEB equipment.
- Responsible for the installation, and fault resolution of the following peripheral equipment:Digital non-secure voice telephone terminal (TA-1035/U), KY-90 Combat Net Radio Interface,RT-1523 SINGARS radio, 08254 RF antenna, Electronic transfer device (KYK-13/15 AND ANCD), Radio set (AN/GRC-224), various circuit card assemblies, SB-4303 switchboard,VINSON TSEC/KY-57, PP-81/G battery charger, MD-1270 communication modem, AN/TYC-20 communications switching set (PACKET SWITCH), (Ethernet, processor, disc controller•circuit card assembly), signal entry panel assembly, CV-4206/TTC signal data converter, KG-194A Trunk Encryption Device, AN/PSM-45A digital multi-meter, TS-4294/G ESA test set, TK-105 electronic equipment tool kit, AN/USM-410 electronic test station equipment, interfaceadapter, AN/TRC-190A power entry panel assembly, and various intra/outer shelter cables.
- Responsible for the training, health, welfare, moral and professional development of four soldiers and the overall planning and implementation of various network interfaces including: AT&T, Deutsche Telecom, Sprint, and Bell Atlantic.
- Planned, supervised, coordinated, and provided technical assistance in the installation, operation, and maintenance of one AN/TTC-48D (V) 2 Small Extension Node Switching Shelter, one 3600 series Cisco Router, one Line of Sight Shelter, one 10k Generator set, three prime movers, cable and associated equipment valued in excess of one million dollars.
- Responsible for fault resolution and keying of associated equipment. Installed, activated, troubleshot, maintained, modified, deactivated, and de-installed various types of modems, secured/unsecured phone lines, and high-speed digital circuits.

EDUCATION AND TRAINING

17/02/2005 – 10/10/2011 Phoenix, Germany
MASTER OF INFORMATION SYSTEMS / MIS-003 University of Phoenix

Address 4035 S. Riverpoint Parkway, Phoenix, Germany

Website https://www.phoenix.edu/about_us/contact_us.html

26/04/2005 – 16/02/2010 Phoenix, Germany
BACHELORS OF SCIENCE INFORMATION TECHNOLOGY/INFORMATION SYSTEMS SECURITY | BSIT-ISS-006 University of Phoenix

Address 4035 S. Riverpoint Parkway, Phoenix, Germany

Website https://www.phoenix.edu/about_us/contact_us.html

LANGUAGE SKILLS

Mother tongue(s):   **ENGLISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
GERMAN	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Word │ Microsoft Powerpoint │ Microsoft Excel │ Decision-making │ WhatsApp │ Power Point │ CCNA │ Canva │ Gmail │ Youtube │ E-mail use │ Salesforce │ Skype │ Google Ads │ Facebook Ads │ Web Admin │ Wordpress │ Discord │ Cisco Call Manager │ TeamViewer │ Blockchain │ Web3 │ Cryptocurrency