

Matthew Grove

15057 E. Iliff Place Aurora, CO 80014
(720)988-4660

EXPERIENCE

2/2015 – Present
CenturyLink
930 15th St.
Denver, CO 80202
Sr Post Sales Engineer

Job responsibilities include providing dedicated customer service for strategic customers/accounts, developing an understanding of customer network environments and business needs, providing technical support for CenturyLink account teams and business partners, working with various CenturyLink repair teams to manage the overall health of customer networks, creating and delivering detailed service review presentations to customers/business partners/CenturyLink account teams, providing support to CenturyLink account teams/pre-sales engineers in regard to RFPs and service upgrades.

7/2013 – 2/2015
CenturyLink
700 W. Mineral Ave
Littleton, CO 80120
VOIP Tier II Team Lead

Along with the Operations Technician 2 responsibilities, additional job functions include interviewing potential new hires, creating training documentation and job aids, training new hires for both Tier 1 and Tier 2 VOIP Repair, handling manager-level escalations, maintaining the lab environment, completing peer reviews, maintaining the VOIP Tier II Sharepoint site, etc.

8/2010 – 7/2013
CenturyLink (formerly Qwest Communications)
700 W. Mineral Ave
Littleton, CO 80120
VOIP Tier II Operations Technician 2

Job responsibilities include troubleshooting the Sylanro and Broadsoft VOIP platforms, maintaining configurations for a variety of Cisco, Adtran and Carrier Access routers and switches, troubleshooting IP routing issues including VPN and VRF, troubleshooting call routing and call quality issues including QoS, troubleshooting internet connection issues including customer LAN environments, troubleshooting VOIP features (voicemail/Flexmail, huntgroups, auto attendants, call forwarding, caller ID override, SIP forking, etc.), configuring Cisco and Polycom phone equipment, testing circuits, generating/analyzing IP traffic/bandwidth reports, assisting field technicians with CPE replacements, etc. Job requires working knowledge of TCP/IP, SIP, MGCP, UDP and SS7 protocols as well as analog (FXS), ISDN/PRI, CAS and MPLS network environments.

2/2001 – 8/2010
Qwest Communications
550 E. 84th Avenue Suite E-1
Thornton, CO 80229
Switch Technician

Job responsibilities include maintaining/correcting translations in Nortel DMS250 and DMS300 switches, testing underlying carriers, working on demand maintenance trouble tickets for switched and transport networks, monitoring network operations, resolving moderately complex customer trouble issues, using software and hardware tools to identify and diagnose network troubles, conducting moderately complex maintenance activities, providing frequent status updates in trouble ticketing system and directly to customers via phone, e-mail or other means and working directly with underlying carriers, LECs, CLECs, ILECs, IXCs, PTTs, wireless providers, etc. On 10/01, became team lead for NCC International Team (assumed the responsibility of handling escalations, providing assistance to other technicians, working directly with Qwest Tier III technicians on network issues, creating/modifying processes, etc.).

2/2000 - 2/2001

Qwest Communications

550 E. 84th Avenue Suite D-1

Thornton, CO 80229

Major Account Support Specialist

Job responsibilities include providing specialized customer service (billing inquiries, add/changes to account, handling escalations, generating / troubleshooting / tracking trouble tickets, etc.) for high profile customers such as America Online, CBS and Walgreens. Also created daily reports for the MAST representatives, management and the VP of Customer Care to ensure the team was meeting or exceeding customer commitments.

11/1998 - 2/2000

Qwest Communications

550 E. 84th Avenue Suite D-1

Thornton, CO 80229

Trouble Management and Escalations Representative

Job responsibilities include possessing extensive knowledge of Qwest services, telco circuit provisioning, network provisioning, trunking, switch technology, private line services and associated equipment, signaling protocols and conditioning for voice and data circuits, LEC services and troubleshooting of same with basic knowledge of individual customer LAN environments.

1/1998 - 11/1998

Qwest Communications

500 E. 84th Avenue Suite A-1

Thornton, CO 80229

Order Entry Representative

Job responsibilities include entering new orders (long distance service/calling cards), requesting credit approvals, sending and receiving faxes, populating spreadsheets (Excel 5.0), keeping accurate records of entered orders and numerous general office duties (e-mail, printing, copying, filing, faxing, etc.). On 4/98, became a team lead for the Consumer Order Entry Team. Assumed the responsibility of handling escalations and training the soon to be developed Business Markets Order Entry Team. On 8/98, went on to become supervisor of the Business Markets Order Entry Team (assumed all supervisor responsibilities including customer escalations, employee scheduling/timecards, supervisor/manager meetings, etc.)

11/1997 - 12/1997

Qwest Communications

555 17th Street

Denver, CO 80202

Marketing Assistant

Job responsibilities include creating traffic reports using a combination of Excel worksheets, pre-designed templates, and raw data. The ability to write/edit formulas and copy/combine multiple files using different types of media to and from disks accurately was essential. Also performed other general office duties.

8/1997 - 11/1997

Phoenix Network

Golden, CO

Order Entry Provisioner

Job responsibilities include installing and checking/correcting new orders (long distance service, toll free numbers, travel cards) using the company's ACS system, creating and populating spreadsheets, composing letters for new customers, sending/receiving daily reports and other general office duties (e-mail, printing, copying, filing, etc.)

EDUCATION

Gateway High School

1300 South Sable Blvd

Aurora, CO 80012

Metropolitan State College of Denver

P.O. Box 173362

Denver, CO 80217-3362

University of Phoenix

4615 E. Elwood St.

Phoenix, AZ 85040

SKILLS

Hands on experience with Nortel DMS250 and DMS300 switches.

Hands on experience with Sonus VOIP and TDM soft switches.

Hands on experience with a variety of Integrated Access IP switches and routers.

Hands on experience with REACT and INTAS testing tools.

Hands on experience with Geoprobe, IRIS, Agilent and Wireshark protocol analyzers.

Hands on experience with the Sylantro and Broadsoft VOIP platforms.

Hands on experience with Cisco, Juniper and Alcatel edge routers.

DEGREES / CERTIFICATIONS

Bachelor's Degree – Information Technology-Visual Communications

Nortel DMS250 switch certification

Sonus V6.00 certification

Ciena Carrier Ethernet certification

Adtran Technical Solutions Professional (ATSP)

SIP School Certified Associate (SSCA)

SIP School VVOIP Professional (SSVVP)

REFERENCES

Michael Cerda
The Filmlot
Phone Number: 415-863-3649
Reference Type: Professional

Jason Shiskowsky
The Integer Group
Phone Number: 303-877-4314
Reference Type: Professional