



## PROFESSIONAL SUMMARY

*Results-driven change agent with career-long record of operations, software development, and network engineering success for leading organizations*

Proven talent for aligning business strategy and objectives with established network engineering and operations management paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused thought leader with expertise spanning web development, network engineering, telecommunications, troubleshooting, team leadership, technical support, front end development, cross-functional team collaboration, wireless networking, operations optimization, network design, data analysis, technology solutions, and project management. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills.

## PROFESSIONAL EXPERIENCE

AT&T MOBILITY, CHARLOTTE, NC, June 2010 to Present

**SPECIALIST - NETWORK SUPPORT - WIRELESS ACCESS FUNCTIONS**, September 2018 to Present

- Enhance the customer experience of a wireless network consisting of more than 100,000 cell sites by reviewing and analyzing key performance indicators.
- Demoed an Angular based storefront for mobile phone sales.
- Serve as a team lead, heading the training of over 30 network engineers on next generation network technologies.
- Optimize operations through the development of prediction models from big data sets to forecast future network growth and usage.
- Direct software deployments and configurations of wireless network elements.
- Analyze and optimize mobile to mobile interconnect trunk groups to accommodate increasing traffic, initiating direct connects with wireless carriers, reducing bandwidth, resulting in costs savings.
- Improve process flows and problem resolution by tracking customer interactions and escalations.
- Research solutions from various sources and apply documented procedures to resolve hardware and software issues for internal and external customers.
- Perform system software maintenance and product upgrades.

**SPECIALIST - NETWORK CONTROL - TRANSPORT & RF PERFORMANCE**, June 2010 to August 2018

- Maintained responsibility for the remote maintenance and troubleshooting of AT&T Mobility's Packet Core IP footprint spanning all 50 U.S. states, Puerto Rico and the U.S. Virgin Islands. Also responsible for the remote maintenance and troubleshooting of AT&T Mobility's Radio Access Network.
- Analyzed network transport performance data to identify degradation for over 60,000 access and core network elements.
- Employed analytical and problem-solving skills to resolve transport defects efficiently.
- Evaluated new hardware and software deployments for quality before acceptance into the live network, ensuring continued streamlined operations.
- Improved overall network reliability through successful collaboration with tech vendors, outside consultants, and internal resources.
- Garnered knowledge of remote troubleshooting of cell site related issues with an emphasis on sector and cell sites OOS restoration (Ericsson and Nortel RAN platforms).
- Processed reports to identify Chronic RAN issues and facilitate timely repairs as needed.

BELLSOUTH/AT&T SOUTHEAST, CHARLOTTE, NC, April 2001 to June 2010

**LOOP ACCESS ANALYST**

- Examined and managed DSL/DLC issues including remote troubleshooting and software loading.
- Utilized WFA/C, LMOS, NMA, and AOTS systems to facilitate effective resolutions.
- Offered Tier II technical support for Field Work Group.

- Oversaw and maintained AT&T/SE transport systems, such as Alcatel-Lucent 1000, 7300 and 7330 series of DSLAMS; Ciena CNX5 series; Tellabs FITL-A, IFITL, MXDISCS, and DISCS platforms; Adtran TA3000, AFC UMC1000; Alcatel-Lucent CBX-500, BSTDX-9000, and GX-550 Core ATM and Frame Relay switches; Cisco 7609 and Alcatel Omniswitch Metro Ethernet Platforms; EAR and BAR Competitive Broadband Networks including knowledge of Juniper M320 & T640; Fujitsu and Alcatel-Lucent multiplexers.
- Created, developed, and delivered formal training for NRC Electronic Technicians on Digital Loop Carrier and Digital Subscriber Line technologies resulting in significant reductions in training costs utilizing Microsoft Office products.
- Formed an ADSL Technician Skills Assessment to identify areas where NRC technicians could benefit from additional training.
- Delivered individualized on the floor training to various team members as a floor support technician.
- Executed Bridge Manager duties including collaborating with Field Work Group and Network Dispatch center to significantly reduce outage durations.
- Wrote job aids on ATM troubleshooting to assist Electronic Technicians in troubleshooting.
- Used WORDDOC, LEIS/LEIM, GRANITE, LFACS, PLANET and WBCM systems to assist in isolating failure points.
- Employed both Windows and UNIX based computer systems.
- Recognized for continued outstanding performance, three-time Global Network Operations Service Leader Award Winner (May 2008, September 2008 and August 2009).

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## EDUCATION AND CREDENTIALS

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COMPUTER TECHNOLOGY, 2001

*ECPI University, Charlotte, NC*

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## CERTIFICATIONS

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- Data Analyst, Udacity, 2019
- Front End Web Development, Udacity, 2019
- Full Stack Web Developer, Udacity, 2017
- Front End Web Developer, Udacity, 2015

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## AWARDS AND HONORS

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- Global Network Operations Service Award Leader, May 2008, September 2008 and August 2009

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## ADDITIONAL INFORMATION

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**Technical Proficiencies:** HTML, CSS, JavaScript, Python, Angular, R, Tableau, SQL, AWS, Windows, Linux (Red Hat, Ubuntu), servers, routers, LAN, wireless LAN, Microsoft Exchange, Active Directory, Microsoft Office Suite, Microsoft Project, Access, Visual Basic

**Interests:** Motorcycling, golfing, competitive online gaming

**Portfolio Site:** [www.jtrob.com](http://www.jtrob.com)

*References available upon request*