

MARK STOUT

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SUMMARY

LTE (Long Term Evolution), and 5G Tech Support Engineer IV with Sprint. 10 years' experience on multiple vendor EPC core platforms. Currently specializing in Cisco StarOS, and Ericsson MME. Been in wireless core, and access support for 21 years starting with CDMA. Supported international customers in multiple countries for 10+ years.

TECHNICAL SKILLS

Programming Languages: Perl, javascript, shell, SQL

Applications: Tableau, Netscout suite, Wireshark

Technologies: EPC for LTE, & 5G. Technical understanding of TDD, and FDD.

RELEVANT EXPERIENCE

Tech Support Engineer IV Sprint

2016– Current
Overland Park, KS

Responsible for the highest tier support of MME's, SGW's, and PGW's. Diagnose and solve problems that are outside of normal process, and procedures. Develop applications that helps identify problems, alert NOC's, and automation that performs fix actions, and routine maintenance on the EPC nodes.

Key Accomplishments:

- Top 2% award
- 3gpp submission for 29.274, and 23.007 for S1u supervision

ADDITIONAL EXPERIENCE

Title of your role Ericsson

2009– 2016
Leawood, KS

Perform highest tier troubleshooting, and interface with development on software issues. Provided training in multiple countries to tier 1, and 2 services. Provided sales support in multiple countries for engineering, and design needs.

Key Accomplishments:

- Global services award winner to top performer

EDUCATION

Bootcamp Certificate: [University Of Kansas, Lawrence, KS](#)

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

[United States Army Signal Corp 31L](#)

Wire Systems Installer for next gen radio system. Perform unit level maintenance on wired and wireless communications systems, communication security (COMSEC) devices, and associated equipment. Operate and perform Preventive Maintenance Checks and Services (PMCS) on assigned vehicles.