

## FIELD OPERATIONS MANAGER

### Career Overview

To secure a position that will utilize my knowledge, experience, and determination to exceed beyond expectations, while becoming an instrumental part in your company's success.

### Skills

Microsoft Office, Visio, ProComm Plus, Paradox, Remedy, ICE, TBS, SBC/Verizon/AT&T Common Tool, excellent written/verbal communication skills and company proprietary software.

### Professional Experience

Field Operations Manager , 01/2010 to Current Rentokil Initial i¼ Syracuse , NY

- Manage the Operations staff/contractors Worked with manufactures and vendors on network deployment Project manage network builds and augments Own network documentation, updating and maintaining network drawings and plans Generate purchase orders to support/manage equipment procurement Worked with Birch technicians, engineers and vendors to resolve difficult customer issues.
- Managed, planned and assigned operation responsibilities to field personnel.
- Responsible for training Operation staff.

Central Office Technician , 01/2005 to 01/2010 Mercuryz i¼ San Francisco , CA

- Maintain the integrity of the Birch Communication TDM, VOIP and ATM networks, which includes multi-service platform collocation sites, lucent 5ESS switch site, MetaSwitch site.
- Test and turn up Network and CPE circuits.
- DS0, T1, PRI, DS3, OCX, SS7 Familiar with all TBERD, OTDR and Sunrise test sets.
- Responsible for helping build out Birch VOIP network.
- Responsible for the installation and equipment configuration for the VOIP network build out.
- Familiar with power and Bell Core standards.
- Strong knowledge of industry-standard best practices for cable dressing and management.
- Install, configure and troubleshoot customer routers and inside wire issues.
- Hands-on experience performing AC and DC power installations.
- Perform routine and corrective maintenance for all network equipment.

Network Provisioning Engineer , 01/2004 to 01/2005 Finger Lakes Technologies Grp i¼ Bangor , ME

- Provision the customer circuits on the Birch ATM, TDM and VOIP network.
- Perform test calls & IP connectivity tests to ensure that customer circuits are correctly provisioned.
- Test customer CPE, and network equipment to resolve trouble issues.
- Updated the Network Topology with customer VPI/VCI assignments.

Transport Network Engineer , 01/2000 to 01/2004 Ionex/Birch Communications i¼ City , STATE

- Created network projects and project managed augment/optimization plans for the Birch ATM network backbone for central offices, Lucent 5ESS switch sites, Nortel DMS500 switch site, and IP drains provided by multiple vendors.
- Created and tracked ISR's, secured project funding, coordinated personnel, and met all network project deadlines.
- Analyzed sales projections, utilization reports, and trend reports to meet all equipment and facility capacity requirements.
- Designed circuits for all Backbone and Entrance facilities on the Birch TDM and ATM switching network.
- Owned network documentation, updating and maintaining network drawing and plans.

### Education and Training

2008 Collin College - Cisco Academy i¼ City , State

B.s : Network Communication Management , 1997 Devry University i¼ City , State Network Communication Management

### Skills

5ESS, ATM, ATM network, cable, DC, documentation, drawing, IP, Microsoft Office, Network, networks, Nortel, optimization, Paradox, personnel, ProComm Plus, procurement, routers, sales, SS7, switch, T1, TDM, trend, troubleshoot, verbal communication skills, Visio, VOIP, excellent written