

## NETWORK CONTROL ENGINEER SPECIALIST

### Professional Summary

Creative, business minded and results driven project manager with over 10 years of progressive technical experience. Proven analytical and problem-solving skills with the keen ability to assess needs, define requirements, develop value-added solutions that streamline and improve operating efficiency and effectiveness. Purposeful and passionate ability to lead and motivate project teams to ensure success.

### Core Qualifications

- Project Management
- Quality Assurance and Control
- Communications Management
- Stakeholder & Client Relations
- Requirements Assessments
- Process Improvement
- Risk and Issues Management
- Resource Management
- Gap Analysis MS Windows 2003/2000/NT Server, Unix Sun Solaris, Linux (Red Hat, Fedora, Suse, Ubuntu)
- Networking Devices: Cisco Routers (2600, 3600, 7200, 7300, 7600, 10720, 12406), Cisco Switches (2950, 3500, 3550, 6500),
- Monitoring Tools: HP Openview, Nortel Preside, Fireberd ATM-T1-T3, T\_BERD T-Carrier Analyzer and Lucent Ascend/Naviscore, Hikemian React, NetScout, Concord eHealth
- Network Protocols: TCP/IP, RIP, IRGP, EIRGP, OSPF, BGP, DNS, DHCP, SNMP, VLSM

### Experience

Network Control Engineer Specialist 06/2012 to 07/2014 Opensquare Spokane , WA

- Provided project management support to the Network Element Analysis division of AT&T Coordinated with installation vendors (Alcatel-Lucent and Ericsson) and internal technical teams to ensure the timely progression of AT&T LTE deployments and UMTS upgrade initiatives Produced written communications on status and issues for IT Managers, external vendors and Program Director for planning and control of multiple deployments thereby expediting the NEA process workflow and reduced errors Documented process flows and developed requirements for functional improvements and enhancements Coached and mentored NEA staff members by providing instructions in network and project management and offering constructive feedback by taking interest in their long-term career goals Performed alarm analysis and verification of AT&T Network elements (EnodeB, DAS, and MetroCell) using tools such as Netcool, Ericson OSS, and ALU OSS to ensure end to end connectivity and communications capability.

Project Coordinator 09/2009 to 06/2012 F5, Inc CA , State

- Managed project execution to ensure adherence to schedule, scope, quality and regulatory compliance of HUB, LTE and UMTS cellular sites Responsible for preparing project status reports by collecting, analyzing, and summarizing information and trends Monitored and tracked project milestones and deliverables for the Network Element Acceptance (NEA) Assisted with the creation and maintenance of the WBS and coordination of work packages Developed, recommended and implemented efficient business processes that provided continuous improvement and delivered positive outcomes Conducted activity-based gap analysis of business processes and made recommendations that provided continuous improvement and delivered positive outcomes Performed quarterly audits of cellular towers to ensure communications, security and safety of the towers me with quality standards for AT&T the FCC and the FAA Functioned as a liaison between AT&T and vendors to ensure compliance of federal regulatory standards Manipulated data using Excel tool V-Lookup, pivot tables, and spreadsheet.

Systems Engineer/ Project Coordinator 01/2008 to 12/2008 Us Government Other Agencies And Independent Organizations Blythe , CA

- Planned, developed, and facilitated staff development project, using effective training methods such as classroom training, demonstrations, on-the-job training, meetings, and workshops Met with department heads, managers, supervisors, vendors, and others to solicit cooperation and evaluate the training needs of the Sprint NOC for improved educational strategies for over 50 employees Developed training tools for the Sprint NOC personnel on assessing system performance for Motorola ASN-GW and AP products integrated as an end to end solution including backhaul/network requirements Maintained knowledge of all proprietary tools and systems to ensure proper training and documentation availability via Microsoft SharePoint Managed team of 12 of technical trainers Tracked and monitored the progress of the trainees to make recommendations and solicit feedback on training effectiveness between Motorola and Sprint Developed and organized training manuals, visual aids, and other educational materials Delivered status reports to stakeholders for budgeting and planning purposes.
- Drafted action plans and led meetings with department executives to review project status and proposed changes.

Global Operation Center Engineer Shift Lead 08/2004 to 02/2008 DISCOVERY COMMUNICATIONS City , STATE

- Provided 24/7 support and troubleshooting of both internal and external routing protocols (OSPF, BGP).
- Responsible for the identification and prioritization of network faults via Network Alarms Monitoring tools (NNM and OVO) Investigated, analyzed and documented the faults accordingly to ensure appropriate levels of response were applied for speedy fault recovery Performed data backups, disaster recovery operations and change management processes to the production network Analyzed equipment performance to determine the need for repair or replacement Coordinated with vendors and company engineers to facilitate installs, upgrades and maintenance of company assets Implemented or assisted with the implementation of changes to production network infrastructure or server equipment Configured and installed routers, switches and wireless controllers Acted as primary contact for computer hardware and software problems, as well as network emergencies.

Network Support Engineer II 08/2000 to 06/2004 MCI City , STATE

- Assisted customers with configuring and troubleshooting BGP neighbor/peer sessions, adding and removing IP routes, and configuring networks to develop filters or Access-list Configured and defined parameters for installation or testing of local area network (LAN), wide area network (WAN) Responsible for troubleshooting various issues involving customer circuits, (Link down, link bouncing and packet loss) Coordinated network operations, maintenance, repairs, or upgrades with vendors and customers Answered user inquiries regarding network connectivity issues and operations to resolve problems Responded to program error messages by finding and correcting problems or terminating the program

Project Manager 10/2014 Wavsys City , STATE Responsible for ensuring the efficient and

Education

M.S : Information Technology / Project Management UNIVERSITY OF MARYLAND City , State Information Technology / Project Management

B.S : Information Systems Management University of Maryland City , State Information Systems Management

A.A : Public Administration JAMES MADISON UNIVERSITY City , State Public Administration

Project Management Professional (PMP) Cisco Certified Network Associate (CCNA) AT&T Certificate of Completion Agile Bronze Badge

ITIL Foundation 2011 AT&T IP Networking & Fundamentals Bronze Badge AT&T Certificate of Completion Cloud Computing Bronze Badge Skills

Agile, AP, Ascend, ATM, BGP, budgeting, business processes, CCNA, Cisco Certified Network Associate, change management, Cisco Routers, computer hardware, continuous improvement, Client Relations, DAS, DHCP, disaster recovery, documentation, DNS, educational materials, functional, HP Openview, HUB, IP, ITIL, local area network, LAN, regulatory compliance, Linux, Director, meetings, Access, Excel, Microsoft SharePoint, MS Windows, 2000, NT Server, Motorola, Netcool, Network, Networking, networks, Nortel, Operating Systems, OSPF, OSS, personnel, pivot tables, processes, Process Improvement, progress, Project Management, Protocols, quality, Quality Assurance, Red Hat, repairs, RIP, routers, routing safety, SNMP, spreadsheet, staff development, Sun, switches, Cisco Switches, T1, TCP/IP, training manuals, troubleshooting, UMTS, Unix, upgrades, upgrade, wide area network (WAN), workflow, workshops, written communications