

NETWORK SPECIALIST

Summary

Innovative problem solver under adverse situations. Knowledge of PC setup and installation, as well as various peripherals. Certified Nortel Option 11 - 81 administrator. In house Supervisor for telecom system pre-development and deployment. Four years experience supervising systems operations and installation. Experienced Data/Voice NOC technician. Managed COE installations from initial walk-thru to turn-up. Proficient with Industry Installation Standards. Telecommunications Technician/Installations PC Desktop Support Secure a position with a technical organization where proven technical skills developed over thirty years would be utilized and further developed.

Accomplishments

- Team Leader in the migration of internet transmission services for the hospitality industry throughout the Southeast states. Completion set standards in time and customer satisfaction
- Telecommunications Administrator
- PC Support Technician
- Installed and Maintained Meridian Option 11E and Meridian Mail Telecommunication Services
- Prepared syllabus and trained staff regarding use and operation of voice mail and advanced telephone functions
- Support for NT 4.0 network end users and main server functions
- Cable & Patch field installation and management - CAT5, Fiber, Multi-pair
- Telecom System report generation i.e. Traffic/CDR/ACD
- Designed system to collect and deliver specialized PBX usage reports to department heads
- 24/7 Telecommunications and PC Support
- First point of contact for Northern Telecom, Bell Atlantic, MCI, and ATT for system upgrades and external/internal telecommunication failures
- Administrated and coordinated with external vendors the migration to a fully operating fiber optic transport system for Hemmings Motor News that increased telecommunications reliability 100
- Developed and implemented Automatic Call Distribution data capture and report generation application
- Maintained Meridian Norstar Telecommunications Services with-in main facilities and satellite clinics
- Managed and documented in-house cable structure
- Developed and installed Local Area Network, which facilitated day-to-day maintenance trouble reporting
- Performed installation and testing of Central Office Transmission and Switching Equipment i.e. DMS-10, -100, -200, Supemode
- Trained On-Site Work force in identification and clearing local and remote alarms
- Installed and tested Lorrain DC Rectifiers and associated cable
- Installed and terminated up to 750mcm cable using T&B / Burndy Hydraulic or Manual Crimp Tools
- Installed and verified BDF and associated DC power and grounding cable
- DMS basic system tests, load testing
- Central Office Grounding Window termination
- Installed and tested Fiber Optic and DSX transport systems i.e. OC12, OC48
- Underground vault and aerial cable fault location and splice methods
- Maintained detailed site installation documentation
- Maintained international data services for the Wall Street Financial District during third shift as lead tech
- Remote System Alarm Monitoring
- On-site Technical Consultant for computer system upgrades and installations
- Trained staff in the methodology of VF acceptance testing
- Satellite pre-installation site survey
- Satellite transceiver installation and turn-up
- Peripheral equipment installation, maintenance and repair
- Installation Engineer/Field Technician
- EF&I international data transmission equipment
- End to end circuit acceptance testing
- Customer On-site equipment installation and maintenance

Experience

Network Specialist

January 2007 to April 2015 Raytheon Technologies Corp 1/4 Portland , OR

As the Regional Communications support in Central Pennsylvania I performed Moves, Adds, Changes on Cisco CUCM, Avaya CS1000 PBX, Genband CS2100, CallPilot Voice Mail. Migrated legacy Avaya CS1000 service to centralized VOIP service. Maintain equipment and circuit database. Report carrier outages to responsible vendors and troubleshoot to resolve issue.

Field Service Technician

January 2005 to January 2006 International Gaming Technology Inc. 1/4 Monroe , MI

Field Service Tech On assignment with Cavalier Complex Business Solutions in and around the Washington/Baltimore metro area. Installing, testing and provisioning T-1 channel banks for domestic and international clients. Acceptance testing for PRI, Fractional PRI, Point to Point, Frame Relay and T-1 Internet Access circuits. Installation of complex remote testing equipment in Central Switching Offices throughout Maryland and Virginia.

Field Service Technician

January 2005 to January 2006 International Gaming Technology Inc. 1/4 Morgantown , WV

On assignment with Covad communications. Residential/Commercial xDSL installations. Configuration of DSL/T1 routers i.e. Cisco, EFI, Netopia. Resolve outages at end users premise by working with Network Operation Centers and troubleshooting circuits with remote testing facilities. Ensure weekly inventory.

Field Technician

January 2004 to January 2005 Orchard 1/4 Washington , DC

Installation of structured cable in new commercial facilities. Lead Tech for Wireless Network installation for multiple Home Depot sites throughout the US. Completed project by returning to all installations for CAT5e certification using the Fluke DSP4300. Supervised 30+ employees on Homeland Security projects and processed daily reports concerning installation progress. Installed DWDM equipment, DC power, fiber optic and telemetry cable installation in the Central Office Environment.

Comcast Residential Installation Tech

January 2003 to January 2004 Wirespan 1/4 City , STATE Installation of requested Comcast services including High Speed Cable modem setup and system configuration. Responsible for the maintenance and upkeep of company vehicle and the material stock allocated for services. Responsible for all associated documentation regarding client services and call routing.

DC Power Tech, Cable Tech, Computer Tech

January 2001 to January 2003 Teksystems 1/4 City , STATE Attached to ATT Broadband/Comcast projects involving DC Power plant installations and modifications, reworking existing superstructure for cable upgrades, installing Head end equipment with associated cabling. Lead PC tech installing new systems, memory upgrades and platform migrations for large scale Insurance Carriers.

Central Office Equipment Installer

January 2000 to January 2001 Telecom Professional Services Inc 1/4 City , STATE Level 4 Field Service Engineer Transmission Equipment Installation. Installations per GR-1275 standards. NEC ADM and DWDM systems installation. Internet Services Support, Performed Field Upgrades to Cisco Routers and associated transmission circuits. In-house PC support, program installation and hardware modification. Staff Trainer in field service methodology.

Education

Certificate : Microsoft Technologies , 1999 IKON Business Solutions 1/4 City , State , US

Certificate NT 4.0 Core Technologies, Network Essentials, Office 97, A+ Certification.

Associates : Digital Electronics and Computer Science , 1980 Suburban Technical Institute Hempstead 1/4 City , State , US

Associates, Digital Electronics and Computer Science.

Certificate : PBX Administration Northern Telecom 1/4 City , State , US

Meridian Option 11-81C Familiarization and Installation X11 Database Administration

Certifications

Certificate NT 4.0 Core Technologies, Network Essentials, Office 97, A+ Certification. NEC SpectraWave DWDM/ADM 3M Fire Protection Systems Hilti Power Actuated Equipment Meridian Admin Tools rel 6.53 Northern Telecom FMT-150

Skills

Cisco, Database, Avaya, Pbx, Voice, Voice Mail, Voip, Circuits, Solutions, T-carrier, Testing, Ac/dc, Dc Power, Acceptance Testing, Access, Channel Banks, Clients, Frame Relay, Provisioning, Switching, T-1, User Acceptance, Central Office, Dwdm, Cabling, Migrations, Dsl, Efi, Inventory, T1, Troubleshooting Circuits, Cable Installation, Fiber Optic, Network Installation, Progress, Security, Wireless, Wireless Network, Client Services, Documentation, Maintenance, Modem, Residential Installation, System Configuration, Central Office Equipment, Engineer, Service Engineer, Telecommunications, Microsoft Office, Office 97, Database Administration, Nortel, Acd, Call Detail Record, Cdr, Coe, Data Services, Database Management, Deployment, Dms, Dsx, Field Engineer, Field Installation, Fire Protection, Fire Protection Systems, Load Testing, Long-term Disability, Ltd, Noc, Norstar, Northern Telecom, Oc48, Operations, Problem Solver, Publishing, Satisfaction, Site Survey, Telecom, Telecommunication, Telephone, Transmission Systems