

**MONIQUE S. MEAS**

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**OBJECTIVE:** Dedicated and experienced senior network technician with strong customer service and networking skill . Looking for a network engineer opportunity to work with a dynamic company that will utilize my education and experiences.

**EXPERIENCE:** 9+ Years working as Network Operation Center

**EDUCATION:** B.S. Computer Software Engineer, University of Phoenix, San Diego, CA.

**Graduation: May 2011**

A.S. Computer Program Information Science, Miramar College, San Diego, CA.  
Emphasis: Core Certificate of Software Programming.

**Graduation: June 2009.**

**STATUS:** U. S CITIZEN

**SELECTED ACCOMPLISHMENTS**

- Successfully validated the change requests, change management, change control, defects management, documenting, tracking issues, communicating / test results, unresolved problems and preparing bug reports.
- Performed client consultation which included: planning, implementing, troubleshoot, and support of the data networks infrastructure and network outages.
- Maintained and supported by SPRINT/T-Mobile customers data networks which include Cisco and Juniper.
- Maintained and supported Sprint/T-Mobile backbone routers include Cisco and Juniper series routers: 7500, 10000, 12000, ASA, M10, M320, MX060, 208, 5200, SRX, and IP Core.
- Proven experience handling mission critical issues under extreme time constraints. Personally handled hundreds of business and technical issues that required immediate resolutions.
- Detail-oriented with an excellent work ethic and time organizational skills, as well as superior analytical and problem-solving ability.
- Outstanding problem-solving abilities; detect and swiftly resolve gridlocks that impede optimum service delivery.

**TECHNICAL TRAINING AND EDUCATION**

- |   |                                 |  |
|---|---------------------------------|--|
| • CCNA – Routing and Switching (Expired 2022) | • Network Diagnosis             | • Frontend development (HTML, CSS and JavaScript)      |
| • CCNP – Routing and Switching (Expired 2022) | • Troubleshootin LAN/WAN issues | • AWS Certified Cloud Practitioner (Expires: May 2025) |
| • OSI Model                                   | • Cisco Meraki                  |  |
| • WAN connectivity Ethernet/T1/T3/OC          | • Velocloud SDWAN               |  |
| • Enterprise LAN/WAN Support                  | • Juniper                       |  |

## PROFESSIONAL EXPERIENCE

### **Sprint / T-Mobile – Senior Network Technician Maitland, Florida**

**May 2013 – Present**

- Provide technical support for the break-fix activity, proactive network health work, maintenance activities, and support of systems and tools. .
- Manage and maintain multiple small, medium, large Cisco network enterprise include the following cisco/juniper series routers, and switches: Cisco 4400, and 4300 ISR, ASR 9K Series, M10, M320, MX060, 208, 5200.
- Manage and maintain network management monitor alarms for the entire T-Mobile network enterprise on CA SPECTRUM groups.
- Manage and monitor T-Mobile backbone network domestic and international using Netcool.
- Planning numerous LAN/WAN/IP Core network infrastructure maintenance and capacity upgrade acceptance test plan.
- Reviewed and standardized procedure for documenting network changes to improve transparency.
- Maintain up-to-date subject knowledge and researched new topics areas, resources, and teaching methods
- Working with domestic and international Local Exchange Carrier to troubleshoot the issues.
- Engage Engineering teams or vendor teams as needed. Owns every ticket from acceptance to resolution.
- Working with vendors including CISCO and Juniper.
- Review and update design documents
- Provision, and deploy configuration for new install.

### **Math & Physics Instructor January 2004 – December 2006**

#### **KROUSAR THMEY Cener for Blind and Deaf Children, BATTAMBANG, Cambodia**

- Instructed Math, Physics, to blind students in Brail.
- Provided a stimulating learning environment in which students developed to their full potential.
- Employed a broad range of instructional techniques to retain student interest.
- Evaluated and communicated student progress, coordinated with other teaching professionals to meet student's needs.
- Oversaw and counseled the new, old and transferred students and managed the camping club.
- Maintained up-to-date subject knowledge and researched new topics areas, resources, and teaching methods.

**REFERENCES: Provided Upon Request**