

# NEIL T. HAGAN

## Outside Plant Engineer

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Metamora, IL

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### SUMMARY

Dedicated telecommunications specialist with over 20 years of progressive experience in fiber optic network engineering, project management, and technical operations. Expert in full fiber network layout design, including duct systems, vault placement, and fiber count optimization. Proven track record in managing fiber splicing operations, maintaining comprehensive splice records, and leading field teams. Known for creative problem-solving, exceptional technical expertise, and commitment to project excellence from conception to completion.

# EXPERIENCE

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## Outside Plant Engineer

### MTCO Communications

July 2021 - Present

Metamora, IL

Manage both technical and operational aspects of fiber optic network infrastructure, ensuring efficient construction of new plant and maintenance of existing systems. Specialize in complete fiber network design and field operations oversight.

### Engineering & Project Management

- ▶ Design comprehensive fiber network layouts including duct systems, vault placement, and fiber count optimization for new service areas.
- ▶ Create and submit permit applications and easement documentation for new construction projects.
- ▶ Maintain detailed fiber records, including splitter configurations and optical specifications.
- ▶ Develop splice designs and daily work instructions for field teams.
- ▶ Integrate and digitize historical splice data into modern record-keeping systems.

### Field Operations & Team Leadership

- ▶ Oversee fiber splicing teams, providing technical guidance and daily instructions for new construction and emergency repairs.
- ▶ Perform advanced fiber optic troubleshooting and network diagnostics.
- ▶ Maintain hands-on involvement in field operations, leveraging extensive installation and support background.
- ▶ Manage all field equipment inventory, including splicing hardware and specialized tools.

### Vendor & Customer Relations

- ▶ Serve as primary liaison with equipment vendors and industry partners.
- ▶ Stay current on emerging technologies and industry best practices through trade shows and vendor meetings.
- ▶ Collaborate directly with enterprise customers on custom fiber solutions.

## Network Tech Supervisor

### MTCO Communications

May 2014 - July 2021

Metamora, IL

- ▶ Led high-performing team of 5-7 installers, ensuring successful deployment of ADSL, VDSL, and fiber optic services.
- ▶ Managed daily schedules and work assignments, maintaining high standards of quality and efficiency.
- ▶ Served as primary escalation point for customer complaints, resolving issues and using them as team training opportunities.
- ▶ Developed expertise with diverse equipment platforms including Adtran, Comtrend, Zyxel, and Calix systems.
- ▶ Initiated and managed "Redbird Replay" live streaming project for high school sports broadcasts.
- ▶ Developed custom scripts and automated workflows to improve operational efficiency.

## **Network Technician**

### **MTCO Communications**

2004 - May 2014

Metamora, IL

- ▶ Installed and configured ADSL and VDSL services for diverse customer base.
- ▶ Troubleshoot and resolved copper pair and connectivity issues.
- ▶ Gained proficiency with industry-standard hardware from Adtran, Comtrend, and Zyxel.
- ▶ Mentored new team members on installation best practices and technical procedures.

## **Phone Support Technician**

### **MTCO Communications**

Oct 1999 - 2004

Metamora, IL

- ▶ Provided technical support for dial-up internet services across multiple Windows operating systems.
- ▶ Conducted on-site service calls for hardware installation and advanced troubleshooting.
- ▶ Proactively managed customer satisfaction through follow-up callbacks.

## **EDUCATION**

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### **Associate's Degree in Business Administration**

Illinois Central College

East Peoria, IL

2002 - 2004

### **High School Diploma**

Metamora Township High School

Metamora, IL

1998 - 2001

## **SKILLS & EXPERTISE**

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|---------------------------------|---------------------------|--------------------------|
| ▶ Fiber Network Design          | ▶ OTDR Testing & Analysis | ▶ AutoCAD & GIS Mapping  |
| ▶ Splice Design & Documentation | ▶ Project Management      | ▶ ADSL/VDSL Technologies |
| ▶ Calix • Adtran • Zyxel        | ▶ Network Troubleshooting | ▶ Scripting & Automation |
| ▶ Permit Applications           |                           |                          |