

NEIL T. HAGAN

Outside Plant Engineer

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PROFESSIONAL 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.

PROFESSIONAL EXPERIENCE

Outside Plant Engineer

July 2021 – Present

MTCO Communications, 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

May 2014 – July 2021

MTCO Communications, 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
- Maintained copper pair records and cable assignment databases
- 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

2004 – May 2014

MTCO Communications, 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

October 1999 – 2004

MTCO Communications, 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

CORE COMPETENCIES

Network Engineering

- Fiber Network Design & Layout
- Duct System Planning
- Vault Placement & Design
- Fiber Count Optimization
- Splice Design & Documentation

Technical Operations

- Fiber Optic Splicing
- OTDR Testing & Analysis
- Network Troubleshooting
- Equipment Management
- Record Keeping Systems

Project Management

- Permit Applications
- Easement Documentation
- Team Leadership & Oversight
- Vendor Relations
- Customer Coordination

Technical Proficiencies

- Fiber Optic Systems
- ADSL/VDSL Technologies
- Adtran, Calix, Zyxel Platforms
- Scripting & Automation
- GIS Mapping Tools

EDUCATION

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)