

# RICHARD CARROLL

Computer Science Graduate | Network Engineer

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## PROFESSIONAL SUMMARY

Detail-oriented and highly motivated computer science graduate with 12+ years of telecommunications experience at AT&T. Proven ability to solve complex technical problems, lead cross-functional teams, and deliver high-quality solutions. Seeking a software engineering or IT role to leverage technical expertise and analytical skills in a dynamic environment.

## EDUCATION

### Bachelor of Science in Computer Science

Expected: May 2025

*Colorado State University, Fort Collins, CO | GPA: 3.7/4.0*

## WORK EXPERIENCE

### AT&T

2013 – Present

*Network Technician/Engineer | Fort Collins, CO*

- Over 12 years of experience troubleshooting, maintaining, and upgrading telecommunications infrastructure across enterprise and consumer networks
- Provided tier 2/3 technical support for complex networking issues, achieving 98% customer satisfaction rating
- Led network optimization initiatives that improved service uptime by 25% and reduced incident response time by 40%
- Mentored and trained 15+ junior technicians on network protocols, security best practices, and troubleshooting methodologies
- Developed automation scripts (Python) for fault analysis and reporting, reducing

manual processes by 40%

## TECHNICAL SKILLS

**Programming Languages:** Python, Java, C++, JavaScript, SQL

**Web Development:** HTML, CSS, React, Node.js

**Databases:** MySQL, PostgreSQL, MongoDB

**Networking:** TCP/IP, Switching, Routing, Network Security, VoIP, Fiber Optics

**Tools & Platforms:** Git, Docker, AWS, Linux, Bash scripting, Jenkins

## PROJECTS

### Smart Home IoT System (Capstone Project)

Designed and implemented a complete smart home energy management system using Raspberry Pi, sensor networks, and React-based web dashboards. Reduced simulated energy consumption by 30%.

### AT&T Workflow Automation Suite

Developed Python scripts to automate network fault analysis and reporting workflows, reducing manual data entry by 40% and improving incident response times company-wide.

## CERTIFICATIONS

- CompTIA Network+ (Active)
- AWS Certified Cloud Practitioner (2024)
- Cisco Certified Entry Networking Technician (CCENT)

## LEADERSHIP & ACTIVITIES

- President, CSU Computer Science Club (2023-2024)
- Volunteer, Habitat for Humanity, Fort Collins (2022-2025)
- AT&T Internal Hackathon Winner (2022)

## REFERENCES

Available upon request.