

MICHAEL KRUGER

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Professional Summary

Accomplished verizon network engineer and military investigator with proven record of establishing rapport with clients, vendors and colleagues. Seeking a challenging management opportunity to drive diverse corporate initiatives through strategic planning and to achieve company objectives with proactive project management, decisive leadership and dynamic client relations

Skills

- Cloud storage
- Technical standards and deliverables
- Advanced critical thinking
- 3G & 4G FemtoCell
- Inventory control
- Microsoft Excel, Project & Visio
- LTE IMS core
- Operations management
- IrisView
- Training program implementation
- VoLTE (Voice over LTE)
- Inactive DOD Secret clearance
- Project management
- Enterprise solutions
- Cisco CCNA
- Network instructor
- Cloud computing
- Call Traces-Wireshark

Accomplishments

5+ years Verizon network industry experience with wireless packet core IPnetwork, architecture, and protocols (3GPP-XLTE-VoLTE). Strong knowledge and hands on experience with testing LTE Core (MME/SGW/PGW) and associated network architectural interfaces (HSS, DNS, PCRF, PCSCF, DRA, DPI).

Formally trained and possess an in-depth understanding and experience with Cisco STARENT PDSNs (ST16/ST40), Juniper, Cisco Routers (71W/72W, 77W, 78W/79W, and 32W), Lucent, Nortel and Motorola switches.

Working knowledge and experience with Protocols and Interfaces such as: MPLS, OSPF, BGP, PPP, SIP, MIP, GTPv2, RLP, RP, ICMP (Ping and TracerT), X2, S6a, S6b, S1MME, GTPv2, PMIP, Radius, Diameter, Signaling protocols SS7, A10 (RP), A11, A12 and A13.

Worked in tandem with the Verizon NOC in deploying cell techs to specific locations during inclement weather incidents (floods, forest fires, earthquakes, storms and vandalism events)

Professional Experience

Network Engineer-Instructor

07/2011 to 12/2015

Verizon Wireless

Southlake, TX

More than 4 years' successful experience in Verizon Wireless Network Repair Bureau (NRB-NNO) customer service and support. Recognized strengths in client account maintenance, trouble-shooting, teaching and implementing proactive procedures and systems in a 24/7 environment to avoid problems at the onset.

Trainer/Instructor: Graduated more than 120 Verizon Wireless network engineers from 10 weekly training seminars as a network instructor which saved the company \$75,000. Took over 4G Femtocell project which was late to market and \$2 million over budget, and successfully launched in just 6 months

Project Management: Served as Network Extender Lead (3G & 4G FemtoCell) for incoming projects involving new services and departmental changes affecting the company.

Troubleshooting: MPN and Enterprise customers' LTE & CDMA data issues for end to end support regarding

EHA/EXGW, PGW IP Pools, Static IP Pools, MPN and FES connectivity issues.

Additional Troubleshooting: Data processing issues pertaining to TCP/IP, Telecom facilities, manufacturing phones, and any other mobile comm problems. IrisView call traces used in conjunction with Wireshark.

-Performed call traces and simulated scenarios through the switches, base stations, wireless towers and authentication servers (AAA, HLR and HSS).

-Change control implementations and testing with configuring of 3G and 4G devices to hash to specific EHA/EXGW and PGW IP Pools.

-HSS APN configuration and assignments for MSISDNs for 4G testing.

-Configured, troubleshoot and provided technical support for PC's, wireless modems and POS terminals to connect to the internet/intranet and ISP's using Circuit Switch Data technologies.

Front Line Supervisor / Investigator

05/2001 to 02/2011

U.S. Navy

Norfolk, VA

Active instructor in developing and teaching weekly monthly and quarterly security refresher training courses which resulted in a 95% qualification rate for all command personnel

Police supervisor for 90 Navy Police personnel; administered qualifications, oversaw rotations, security equipment, vehicle maintenance and all aspects of department and ensured all stayed in compliance with command standards

Effectively led the investigation of 41 felony cases as well as handled 165 interviews-interrogations that generated a 95% case solved rating and assisted Naval Criminal Investigative Service (NCIS) and local law enforcement with 7 lower level felony cases

Education and Training

Bachelor of Science: IT-Cyber Security

2017

Kaplan University

Davenport, IA, US

I am still working on this degree

Associate of Applied Science: Criminal Justice

2007

Kaplan University

Davenport, IA, US

Affiliations

National Rifle Association

American Legion

Wounded Warrior Project

Community Service

Volunteer, Gateway Church, 2011-2016

Volunteer, Tidwell Middle School, 2015-2016