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ROBERT NORBERG

OBJECTIVE:

To generate contract-consulting employment with organizations in their demand for qualified communications equipment specialists.

QUALIFICATIONS:

Over fifteen years of responsible and technical experience in the telecommunications environment. Maintain secret security clearance and passport enabling me to travel to remote country locations.

EXPERIENCE:

2002-2004

Manheim, Germany, Sullivan Barracks
Department of the Army Telecommunications Specialist

As a telecommunications specialist for the 58th Signal Battalion duties included supervising and training U.S. Army personnel on policies, procedures and standards of operations while assigned to the 333rd Signal Company. Responsibilities included overseeing the maintenance and operations for Sullivan Barracks Multi-Function Switch (MFS), Torii RSC, the Naha SL-1 Private Branch Exchange (PBX) and other sensitive telecommunications equipment. Responsible for identifying, performing and projecting cost analyses for future telecommunications requirements, educating sectional Telephone Control Officer's (TCO) on advancing technology. Accountable for educating customers on optimizing network features. Responsible for educating personnel on the use of government account codes. Monitoring the networks database for integrity, accuracy and efficiency; providing technical recommendations for improvements when necessary. Supplying alternate resolutions when the network could not support customers telecommunications demands. Responsible for reviewing and interpreting data, traffic and operational and measurement reports; providing network technician's, technical guidance when necessary. Ensured all Department of Defense and Department of the Army regulations and guidelines were maintained.

1998 to 2001

Robert's Telecommunications Consulting, Aurora, CO
Technical Consultant

As a Meridian SL-100 consultant/technician provided temporary on-line and on-site technical support, for telecommunication companies searching for qualified technicians. Provided technical solutions to questions concerning troubleshooting, patch downloads, translations and other switch related problems. Provided temporary relief for full-time employees while attending advanced training courses, vacationing, and/or medical leave. Assumed all responsibilities that coincided with their duties. Provided interim managerial support during contractual transitions.

Provided technical support for General Dynamics throughout Europe. Duties included supervising and training temporary Air Force personnel on policies, standards, and procedures while assigned to the region. Ensured all required documents were properly maintained to include maintenance logs, service orders, billing documents, and data studies. Translated Operational and Measurement reports, traffic studies and daily logs on a weekly basis to the Communications Commander. Prepared the SL-100 for military exercises and “real world” events. Ensured the continuous connectivity between the SL-100 and other telecommunication facilities such as military tactical switches, Defense Information System Agency (DISA), British Royal Air Force. Technical Control Facilities (TCF), and Satellite Communications (SATCOM). Provided the Plans and Programming office with technical guidance for future network enhancements. Served as the Quality Assurance Specialist during the installation of a Digital Trunk Controller Interface (DTCI) cabinet. This install provided the Primary Rate Interface (PRI) capabilities, enabling the use of ISDN and video teleconferencing over the Defense Switching Network (DSN). Instrumental in the relocation of a major military command, which included coordinating, designing, and the construction of a new 1,800 line Remote Switching Center (RSC). Performed front-end memory upgrade in the preparation for new software package.

1991 to 1998

VOLT TELECOM GROUP, Corona, CA
Assistant Site Manager/Switch Technician

As the lead switch technician, maintained the Meridian Cabinetized SL-100 Electronic Switching System. Implemented all translation changes, updates, additions and deletions for trunk routing, customer service orders, and patch implementations. Maintained, troubleshoot and performed maintenance service on the SL-100, AT&T 3B2/600G Billing System, the General DataComm Motor Pool System, the AT&T Western Electric BCM 32000 System, 828A Multiplex Telco System, and the FMT 150 Fiber Optic Multiplexer. As Assistant Site Manager, maintained and ordered all parts for outside plant voice and data communications equipment. These systems included fiber optic and metallic cable transmission systems. Placed, spliced and tested fiber optic and category 5 cable within various buildings.

1991

Hickam Air Force Base, HI
Switch Installer

Installed and tested 7,500-line subscriber Meridian Cabinetized SL-100 Systems. Assisted in testing and installation of the Lorain power equipment, rectifiers, inverters, batteries, and DE-4 channel banks.

1991

Southwestern Bell, Chicago, IL
Switch Installer

Assisted in the installation and testing of a 10,000 line subscriber Digital Multiplex Switching System (DMS) in Colorado.

1988 to 1991

U.S. Air Force, Osan Air Force Base, Songtan, South Korea

Maintained the Main Base Operating Turret. Assisted in the planning, installation, testing and bringing online the Meridian SL-100 Digital Switching System. Installed 1A1 and 1A2 Key Systems. Maintained and serviced DE-4 type channel banks, T-1

Carrier System, and the FD 565 Fiber Optical Transmission System. Maintained the Base Customer Service Center, pre-filled, prepared all material and cost analysis associated with each individual service order. Assigned priority and tracked all pasted and future orders. Supervisor and training manger responsible for updating, maintaining, and monitoring individual work performance, training progress and distributing daily work assignments for up to eight inside plant technicians.

EDUCATION/TRAINING/CERTIFICATIONS:

Manager Development Course (MDC) 2004

Supervisor Development Course (SDC) 2003

Commander's Safety Course 2003

Quality Assurance Course 2002

Master Labor Contractor Course 2002

Nortel Networks Educational Service- Certificate of Completion- Meridian 1 Maintenance Large Systems, 2000

The Light Brigade- Certificate of Completion- Fiber Optic Design, Installation and Maintenance, FO-3 Course, 1995

Northern Telecom Digital Training-Meridian SL-100 Large Office Systems, 1987

Telephone Switching Specialist Course, 1985

Electronic Principles Course, 1985

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TELECOMMUNICATIONS SPECIALIST

Technical professional with international work history and 20+ years of excellence in the telecommunications industry. Ability to convey complex, technical concepts into understandable language for non-technical people. In-depth experience in project management, performing cost analysis, training staff on policies and operations, and developing standard operation procedures. Consistent record of improving profit margin, seizing cost savings, and securing customer loyalty. Proven ability to perform well under pressure with excellent leadership, management, communication, customer service, and problem-solving skills. Hold security clearance.

- Available for travel and relocation -

PROFESSIONAL EXPERIENCE

TECHNOLOGY TEAM – Fort Carson, CO

1/2006 to 12/2006

Telecommunications Specialist

Served as team leader for company specializing in relocation of sensitive telecommunications equipment, overseeing technical performance of 5 technicians. Charged with relocating \$30 million worth of telecommunications equipment for Totalcom, Inc. Identified and labeled end-to-end equipment connectivity, identified and separated power sources, disconnected equipment from current facility and reconnected to new facility. Ensured proper preparation of each piece of equipment for transport. Identified and addressed all technical issues before and after transport.

Selected Achievements:

- Played key role in completing project \$60,000 under budget.
- Increased efficiency of equipment transition and secured additional work for several technicians by providing technical advice.

DEPARTMENT OF THE ARMY – Mannheim, Germany

7/2002 to 12/2005

Telecommunications Specialist

Brought on board to provide technical assistance and guidance to tri-communication system users, project managers, and contractors. Developed and administered training program for Nortel SL-100 network, test equipment, and transmission interfaces. Supervises and trained Army personnel on policies, procedures, and standards of operations. Oversaw maintenance and operation of Sullivan Barracks Multi-Function Switch (MFS), Torii RSC, Naha SL-1 Private Branch Exchange (PBX) and other sensitive telecommunications equipment. Analyzed switch malfunctions using switch logs and diagnostic tests and reports. Developed and maintained information database on switch tables, telephone subscribers, trunks, and revision messages. Educated customers on optimizing network features. Identified, performed, and projected cost analyses for future telecommunication requirements.

Selected Achievements:

- Realized \$250K in government savings by conducting extensive 5-week training course for 14 U.S. Army SL-100 technicians.
- Created and implemented comprehensive training program, serving as new model for all 58th Signal Battalion Companies. Program focuses on testing technical proficiencies for each technician, realizing \$50K in annual savings on training.
- Achieved on-time and successful upgrade of \$7 million network; coordinated and facilitated meeting with outside agencies and vendors to streamline project. In addition, served as Quality Assurance Officer.
- Developed and updated Standard Operation Procedures (SPOS).
- Recognized with "Civilian Achievement Medal" and 72-hours "Time Off Award."

ROBERT'S TELECOMMUNICATIONS CONSULTING – Aurora, CO

9/1997 to 10/2001

Technical Consultant

Served as SL-100 consultant/technician, providing telecommunication companies with temporary online/on-site technical support; patch downloads, translations, and other switch related problems. Provided technical support for General Dynamics throughout Europe. Ensured continuous connectivity between SL-100 and other telecommunication facilities (Defense Information System Agency, British Royal Air Force).

Selected Achievements:

- Managed successful Y2K integration of 15 Nortel SL-100 switching networks for the U.S. government.
- Coordinated and performed \$630K SL-100 network upgrade.
- Conducted site surveys for 30 VA Hospitals across the US resulting in the integration of all hospitals and clinics onto a single network.
- Played instrumental role in relocation of major military command, including coordination, design, and construction of new 1,800-line remote switching center.
- Personally secured individual maintenance contracts resulting in \$63,000 in additional annual revenue.

VOLT TELECOM GROUP – Corona, CA

10/1991 to 9/1997

Telecommunications Technician / Assistant Site Manager

Hired as lead switch technician managing 4 technicians charged with providing telecommunications support for 2,500 military, government and civilian agencies. Maintained Meridian Cabinetized SL-100 Digital Switching System. Handled translation changes, completion of customer orders, and resolution of all network and station malfunctions. Maintained, troubleshoot, and performed maintenance service on SL-100, AT&T 3B2/600G Billing System, General DataComm Motor Pool System, AT&T Western Electric BCM 32000 System, 828A multiplex Telco System, and FMT 150 Fiber Optic Multiplexer. Provided advice for upgrades and switch enhancements.

Selected Achievements:

- Captured 15% increase in monthly profit margin by leveraging clear understanding of companies' maintenance contracts.
- Secured \$300K fiber optic project by promoting company's expertise.
- Received "Contractor of the Quarter" award.

UNITED STATES AIR FORCE, Hickam Air Force Base – Hawaii

1985 to 1991

Telephone Switching Specialist

Honorably Discharged

EDUCATION & PROFESSIONAL TRAINING

Community College of the Air Force

Master Labor Contractor, Quality Assurance, Manager Development (MDC), Supervisor Development (SDC), Commander's Safety, Telephone Switching Specialist, Electronic Principles.

Certificates of completion:

Meridian 1 Maintenance Large Systems - NORTEL NETWORKS EDUCATIONAL SERVICE

Fiber Optic Design, Installation, and Maintenance, FO-3 Course - THE LIGHT BRIGADE

Meridian SL-100 Large Office Systems - NORTHERN TELECOM DIGITAL TRAINING

TECHNICAL SKILLS

Hardware: Nortel SL-1, Nortel SL-100, Meridian Voice Mail System, D-4 Channel Banks

Software: Microsoft Office (Word, Excel, Access, Outlook, and PowerPoint)

Networks: Sonet, T-Carriers, ISDN, ATM, OC-3 Fiber Multiplexer, FMT 150 Fiber Multiplexer