
NETWORK ENGINEER | NETWORK ANALYST | NETWORK DESIGN ENGINEER

Offering Combination of Hands-on Experience in High Volume Networking Environment & Bachelor of Science in Network and Communications Management (NCM)

Career Includes Internal and External Support of Major Player in Cable Internet, Television and Telephone Industry.

AREAS OF STRENGTH & EXPERTISE

Network Operations | Network Administration | OAM&P (Operation, Administration, Maintenance and Provisioning) Client/Server Architecture | Cellular Communications | Ethernet Interfaces | Quality Control | Change Management LAN/WAN | Optical Transport Networks | Web-based Technology | Remote Systems Access | Systems Security Hardware Configuration | Hardware Development/Engineering | IMS Connectors | Global Systems Support Trend Analysis | Customer Technical Support | Disaster Recovery | Technical Troubleshooting

PROFESSIONAL EXPERIENCE

Time Warner Cable ... Columbus, Ohio 2004 to Present
Nation's 2nd largest cable company; employs approximately 46,000 people and generates \$17.2 billion in revenue (2008); provides services to 8.8 million video customers, 8.8 million high speed internet customers, 4 million digital phone customers and several new business class customers.

Surveillance Specialist, Regional Network Operations Center (2008 – Present)

Contribute to issue identification, response and resolution in extremely large and technical regional network environment (monitoring regional and large commercial customer Internet, Email, video transport and cellular backhaul traffic activity); provides direct support provided to 24x7 Midwest Regional Data Center (RDC).

Scope of responsibilities include network analysis, maintenance assignments, outage and resolution updates, field coordination (including resources), troubleshooting documentation, upper management updates, vendor collaboration, and comprehensive tracking of issue execution and progression; simultaneously observe, determine and execute response to incoming alarms, ensure and resolve trouble ticket verification, generate reports on change work, determine conflict/impact on global network operations, and participate in testing of new customer turn-ups and verifications. Train and develop techniques of new surveillance specialists.

- Function in fast-paced demanding environment and consistently sought by management to review and provide feedback on current processes and areas for improvement; includes regional network equipment comprising Cell Tower Backhaul networks, Regional Transport Network, and Multiservice Aggregation Network.
- Accountable for primarily commercial carrier class and smaller business class; notable customers comprise Verizon Wireless, Qwest, The Limited, Dublin City Schools, State of Ohio, Veteran Affairs and T-Mobile.
- Member of team first trained to support new Primary Rate Interface (PRI) product introduced to regions; system provided Cisco Voice Gateway installed at customer site interfacing with existing PBX telephone system (providing telephone trunk capable of transporting 24 telephone lines).
- Reduced time between resolution steps and eliminated overall confusion supporting structure and operations of regional networks via review of existing and new processes and policy/procedures; includes outage identification, progress notifications, and flow charts to resolve issue.
- Demonstrate knowledge of Time Domain Multiplexing technologies (TDM) including OC3 to OC192 circuits; Dense Wavelength Multiplexing (DMDM) and Synchronous Optical Networking (SONET); Multiprotocol Label Switching (MPLS); Voice over IP (VoIP); Network Interface Devices (NIDs); Ethernet of Fiber (EoF); RFC 2544 testing using ADVA Equipment; T1 circuit testing using JDSU Centest equipment.
- Appointed to team supporting operations of Cell Tower Backhaul (CTBH) service offered to cellular carriers (Verizon Wireless and T-Mobile); initial internal investment in Alcatel-Lucent equipment supporting first 200+ Verizon cell towers approximated \$6 million.
- Solidified integrity of system through identification and presentation of security risks to management (followed up with suggestions for resolution).
- Collaborate with vendors and staff including Alcatel-Lucent Technical Assistant Center (TAC) engineers, Cisco Technical Assistant Center (TAC) engineers, ADVA Optical Technical Support, and Unique Software.

- Supported documentation of procedures for preparation of start-up of Midwest RNO; comprised identification and relating alarms in Netcool Network Management System (NMS) as well as preparation for and documentation of regional change work for Global Change Advisory Board (GCAB) for Midwest Region.
- Collaborated with colleague on research of alarm types, meanings, and causes for Alcatel-Lucent equipment; subsequently developed high level flow chart of steps required to identify root issue, notification matrix, and resolve issue. Procedures reviewed by management and used to create final trouble resolution procedure.

Tier III HSD/Digital Phone Technician (2007 – 2008)

Responded to incoming support requests providing troubleshooting expertise and comprehensive support to field service technicians, and residential Internet and digital phone subscribers; included high level assistance subsequent to attempts by Tiers I and II support.

Attended to network trace routing, TCP/IP configurations (DHCP settings and DNS settings), wireless encryption (setup) and connection issues, slow browsing speeds, billing system errors, telecommunication quality and voicemail setup, Email setup and configuration (using webmail and POP3 access), and services and features offered on www.rr.com. Trained newly hired Tier III professionals.

- Supported Windows and MAC operating systems and utilized MS-DOS (basic network troubleshooting), Agilent (identifying SIP call processing), ATG Tools (verifying modem provisioning and signal levels), iGlass (resolving problems based on Signal-to-Noise ratios off particular Hybrid Fiber Coaxial nodes) and ICOMS (billing system by Convergys).
- Amidst purchase of Adelphia Cable, contributed to support of new Adelphia subscribers and collaborated with Regional Data Center (RDC) and other groups during migration and integration of Adelphia services; worked with customers to ensure seamless transition and minimal disruption to customer Internet services.

Sr. Service & Maintenance Technician (2004 – 2007)

Circulated Columbus area and responded to average of 10 service and installation calls daily (for residential and business class cable, RoadRunner and digital phone subscribers); included basic customer support as well as complete installation and rewiring projects, trunk repairs, and distribution feeds; also functioned on-call responding to cable outages after business hours. Provided hands-on training to new service and maintenance technicians.

- Position acquired extensive knowledge of DHCP, DNS, Cisco and Motorola routers and switches, gateways, and wireless technologies along with security encryption.
- Underwent training on cutting, prepping, splicing, and repairing coaxial 500 MHz distribution and 750 MHz trunk cable along with balance of Line Extender (LE) in Hybrid Fiber Coaxial (HFC) node plus 6 architecture; also trained to prep and terminate coaxial RG-6 aka RG-56, RG-59, and RG-11, Cat3, and Cat5E cable.
- Installed Voice over IP (VoIP) telephone systems requiring placement of Network Interface Device (NID) in homes and wiring of homes existing phone lines to 66 and 110 type punch down blocks; included integration and verification of functionality of existing security systems into new phone system.
- Member of initial group of service technicians dispatched to install and repair new digital phone service first launched in Mid-Ohio division; digital phone service currently provided to 4 million subscribers nationwide.

EARLY CAREER HISTORY

Verizon DSL ... Columbus, Ohio

Technical Support Agent (2004)

Stat Communications ... Columbus, Ohio

Field Technician (2003)

EDUCATION

DeVry University ... Columbus, Ohio

Bachelor of Science in Network and Communications Management (NCM), 2009

Chair of Lecture Series – IEEE (Institute of Electrical and Electronic Engineers) DeVry Student Branch (2008 – 2009)

PROFESSIONAL TRAINING ... CERTIFICATIONS ... COURSES**Time Warner Cable** ... Columbus, Ohio**Fully In-house Certified**

Service I & II cable plant certified for forward and reverse maintenance and repair on Node plus 6 architecture.
Digital Phone certified in installation, maintenance and repair on 2 line system plus Telco with security.

Cisco CCENT Certified**CompTIA A+ IT Technician Certified****Alcatel-Lucent 1850 TSS-100/5 Operations & Maintenance Certified****Courses and Labs**

WAN Technologies | Network Operating Systems Using Windows | Network Operating Systems Using UNIX
Scripting and Database | Engineering Design | Digital Circuits | DC/AC Circuit Analysis | Digital Systems
Wireless Technologies and Services | Enterprise Network Design | Enterprise Network Management
Project Management | Management of Technology Resources | Networking | Routing | Switching
Advanced Topics in Networking | Information Systems Security | Advanced Network Security
Business and Technology | Computer Applications for Business | PC Hardware and Software
Voice/VoIP Administration | Optical and Wireless Communications | Converged Networks