

CLIENT NAME

Phone Number • email@yahoo.com

NETWORK MANAGEMENT PROFESSIONAL

Network Management Professional with a Bachelor of Science in Business Administration and a concentration in Information Technology; possess a unique combination of proven managerial experience in the telecommunications and military fields. Direct, motivate and mentor individuals who maintain a high level of integrity effectively contributing to the team's overall success in exceeding both customer needs and achievement of business goals. Exceptional command of the following: troubleshooting and fault isolation, computer software and hardware installations, network cabling and wireless/wired networks. Proven experience in budget allocation; successfully maintaining accountability of equipment/inventory valued in excess of \$3.5 million.

AREAS OF STRENGTH

- | | | |
|---------------------------------|-------------------------------|-------------------------------|
| ✓ Hardware & Software Testing | ✓ Network Security & Admin | ✓ Network Access & Management |
| ✓ Regulatory Compliance | ✓ Server Maintenance | ✓ Infrastructure Management |
| ✓ Technical Support | ✓ LAN Administration | ✓ Trouble Shooting |
| ✓ Fault Assessment & Resolution | ✓ LAN/WAN Security Management | ✓ Technical Supervisor |

KEY TECHNICAL ASSESSMENT

Operating Systems:	Microsoft Operating Systems (NT, XP, Vista, Windows 7, and Windows 8)
Software:	Microsoft Office (Outlook, Excel, Word, and PowerPoint); ICOMS, Edgehealth, Oracle, ICOMS GUI, and People Soft programs.
Other:	CISCO, Linksys, and Netgear routers (Wired & Wireless), COMSEC equipment, Network Switching Systems, Telephone & High Speed Internet modems, VTC (Video Tele Conference), Desktop & Laptop computers (adding RAM, replacing NIC's, Security/ Anti-Virus Software, etc.). Multi-Meters, Volt-Ohm Meters, and DSAM (Digital Service Activation Meter), Sidekick Meter, ESD straps; highly proficient in troubleshooting Voice, Video, and Data networks

NETWORK MANAGEMENT EXPERIENCE

Cox Communications

Oversaw and directed the analysis, design, installation, configuration and administration of computer network systems for customers. Implemented security measures by supervising and overseeing proper updates of the computer operating systems; managed all computer Anti-Virus updates and installations and configurations. Devised and developed preventative procedures to protect the system and equipment from data loss.

- Assessed installed and configured Wired and Wireless (802.11) Networks for customer base.
- Supervised the installation Coaxial Cable (RG-6) and Network lines (CAT 5) for wired networks.
- Directed the implementation of Network Security (SSID, WEP, and WPA/WPA2-PSK).
- Supervised and monitored the installation of wireless adapters and replaced bad NIC's (Network Interface Card).
- Established and installed Network printers for file and print sharing.
- Planned preventative maintenance schedules and administered troubleshooting support for interruptions in network/computer reliability.

United States Army

Network Manager and supervisor to technicians performing communications security, links and multi/de-multiplexing equipment, which included: communications security devices, routers, and link initialization/troubleshooting.

- Analyzed computer printouts and flowcharts to troubleshoot, repair, and replace faulty Line Replacement Units (LRU).
- VTC background that included troubleshooting, supervision of installation, instructing and certifying personnel to operate the equipment.
- Monitored operator procedures, proficiency, responsiveness, voice, data, and subscriber cooperation.
- Effectively administered assistance with telephonic circuitry, trunks, integrated circuits, LAN/WAN networks, IP Addresses, Ethernet Protocol, and packet switching.

- Supervised installation, operation and maintenance of digital nodal network using commercial analog interface, trunk access, Sun Solaris workstation, Packet Switching, LAN/WAN and LAN interfaces.
- Analyzed remote loopback test to and from Marconi UHF/SHF radio line of sight systems to diagnose network problems.
- Performed troubleshooting via UNIX-based diagnostic commands as the Node Center Team Chief.

SUPERVISORY EXPERIENCE

- Successfully managed field service operations team through the implementation of short and long-term objectives and achievement of financial goals.
- Oversaw and led staff preparation of programs and ensured effective personnel training and development toward optimum performance outcomes.
- Ensured company compliance with safety regulations and promoted safety awareness among employees, conducted Quality Control checks, and Safety and Vehicle inspections.
- Directed the integration of new products and services into the field service operations and resolved issues that promoted customer satisfaction.
- Collaborated with various operating units within Cox Communications to ensure the maximization of profit potential, cost reduction, and the provision of excellent service and sales.

CUSTOMER CARE AND CUSTOMER SERVICE EXPERIENCE

- Administered superior customer care by asking questions, actively listening to their responses/requests, and carefully assessing their needs.
- Built customer loyalty by promptly and efficiently installing products and services as well as providing customer education on current and new services, products, and equipment.
- Demonstrated expertise in troubleshooting sources of video, telephony, high-speed Internet services and customer-perceived problems to determine the appropriate action/solution ensuring that all issues were resolved at initial contact.
- Enthusiastically stimulated company acceleration by promoting Cox services to generate new accounts, service upgrades, or additional services to include explaining the benefits of upgrades and discussing product comparisons.
- Assured the smooth integration of new products and service offerings into the field by staying informed on the latest products and services and being able to intelligently speak about them to the customer.

WORK EXPERIENCE

Cox Communications , Pensacola, FL	2001-2013
• Field Service Supervisor	
• Universal Home Service Technician-Lead	
United States Army , Honorable Discharge	1992-2001

EDUCATION & TRAINING

Bachelor of Science, Business Administration/Information Technology (Cum Laude), Columbia Southern University
Associate of Applied Science in Business, Columbia Southern University

Professional development includes:

Primary Leadership Development Course	DDI Targeted Selection Training
Creating an Inclusive Environment Diversity Training	Leading for Results
Network Switching Systems Operator/Maintainer Course	NCTI, Installer Technician
Advanced Switching Systems Course	Cox Coaching Agility
Network Encryption Course	

CERTIFICATIONS
