

JANE SMITH

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IT/TELECOMMUNICATIONS MANAGER WITH 20+ YEARS OF EXPERIENCE

Strategic Technology Planning & Execution/Team Facilitation & Collaboration/Customer Service & Support
Multi-site, Nationally and Internationally-Based Operations

EXECUTIVE SUMMARY

An innovative, solutions-oriented, and customer-centered Project Manager contributing 20+ years of diverse IT, telecommunications implementation, engineering, and switch management experience with multiple platforms and technologies in a variety of senior-level capacities and cutting-edge environments. A performer and troubleshooter able to successfully prioritize workflow, field and resolve issues, manage multiple and concurrent projects and responsibilities, and meet and exceed challenging goals and objectives. Quick learner with an ability to rapidly achieve organizational integration, easily assimilate job requirements, and aggressively employ new ideas, concepts, methods, and technologies. A team-player and team-builder recognized for capacity to work autonomously as well as collaboratively, function in a dynamic and changing environment, and facilitate productive working relationships with co-workers, executive management, and end-users. Proven leadership with clients, consistent quality in technical development of colleagues/subordinates, and demonstrated track record leading project teams to success on time and under budget. Strong interpersonal, analytical, critical-thinking and troubleshooting skills. Excellent written, oral, and technical aptitude.

CORE COMPETENCIES

- *Staff Supervision/Training*
- *Test Verification/Certification*
- *Customer Service Management*
- *Technical Support/Assistance*
- *Vendor Selection/Relations*
- *Test Maintenance/Regression*
- *Policy Creation & Execution*
- *Project Planning/Management*
- *Requirement/Trend Analysis*
- *Work Plan Scheduling/Staffing*
- *Quality Standards/Assurance*
- *Productivity Management*
- *Test Automation/Planning*
- *Research & Analysis*
- *Test Case Development/Execution*
- *Performance Testing/Management*
- *Team Facilitation/Collaboration*
- *Budget Planning/Administration*
- *Software Functionality Validation*
- *Performance Tracking/Reporting*
- *Reverse Engineer System Turn-Up*

DESIGNATIONS/CERTIFICATIONS

- Comp-TIA Network+ Certified Professional, License Number: 1234567890
 - Certificate of Completion, Cisco Authorized CCNA Boot Camp
- Certificate of Completion, Project Management Certificate Series, Collin College
 - Certificate of Completion, PM Study PMP Boot Camp

PROFESSIONAL EXPERIENCE

ABC Company

Any Town, USA

Feb. 2011 - Present

Global Situation Manager

Provided senior-level incident/situation management for high-client visibility/critical impact voice and data network issues for a provider of industry leading enterprise outsourcing, infrastructure, consulting, and support services.

- Performed incident, problem, and change management per ITIL; managed the quality and content of communications between stakeholder bridges, status update reports, executive updates, and incident summaries.
- Directed all details of high-severity/high-visibility incidents; maintained precise timelines of actions and status of progress towards service restoration.
- Formulated a plan for identifying the problem and the appropriate approach for resolution; provided timely written status updates and incident/problem summaries to executive audiences.
- Ensured adherence to all established processes and checklists; made certain that all needed SME, leader, and vendor management escalations occurred as quickly as needed.
- Participated in post-incident activities aimed at identifying Reason For Outage (RFO) and Root Cause; initiated defect resolution actions in a timely manner.
- Identified possible high-impact chronic issues; provided needed focus, escalation, and direction to fully resolve defects across the environment.
- Drove triage/troubleshooting efforts to swiftly restore service or reduce impact; complied with established change processes.

PROFESSIONAL EXPERIENCE (CONTINUED)

Selected Accomplishments/Primary Projects:

- Hired from a Contractor/Technology Consultant for ABC Global in the Network Operation Center to a permanent position as their Global Situation Manager, May 2011.
- Proactively commanded leadership of each incident; retained control and provided active leadership throughout the duration of the situation.
- Effectively solicited feedback and consensus from key stakeholders to formulate situational understanding and direction.

ABC Company**Any Town, USA****Jun. 2010 - Dec. 2010***Lab Engineer*

A leading local provider of cost effective hardware repair and technical support to the Telecom and Information Technology industries.

- Tested and turned up telecom systems with little or no documentation including reverse engineer system turn-up for multiple platforms and technologies.
- Researched and integrated new chassis's into existing platforms.
- Conceptualized new ideas for continuous and/or breakthrough improvements; performed daily audits and tracked and improved results.
- Provided frequent status updates to executive management and effectively communicated ideas, problems, and possible resolutions.
- Requested parts, components, and test equipment to support the test lab as needed.
- Maintained the test lab; minimized and/or eliminated production delays, generated and maintained test procedures, preventive maintenance, and related documents in accordance with ISO.
- Interfaced with customers and mentored and trained engineers, technicians, and peers'.

Selected Accomplishments/Primary Projects:

- Spearheaded the renovation and build out of our corporate offices along with the rewriting of the ISO entire procedure for the engineering group.

ABC Company**Any Town, USA****Nov. 2000 - Dec. 2009***Switch Engineer III (Feb. 2006 - Dec. 2009)*

One of the nation's largest communications service providers focused exclusively on businesses, government, domestic and international telecommunications carriers, cable companies, content providers, and mobile wireless companies.

- Tasked to provide second-level switch technical support for the LUCENT 5ESS, DMS 100/500, SONUS GSX9000, and Cisco Switches within the network.
- Interfaced directly with the Network Operations Center (NOC), Level 1 Repair, as well as internal and external customers.
- Escalated all relative issues to Engineering, Vendors, Marketing, and Design groups as required by procedure.
- Utilized superior customer service skills with customers, Field Operations, the NOC, Engineering, Vendors, and Marketing; provided day-to-day support; analyzed and documented related problems with the Network and associated equipment to resolution.
- Documented technical issues using appropriate trouble ticket systems; followed established escalation processes and procedures and reported findings to upper levels of management.
- Perform vendor management in regard to maintenance issues with their equipment.

Senior Manager, Network Translations Engineering (Jun. 2004 - Feb. 2006)

- Provided strategic leadership for current and future operational plans; acted as a single point of contact and accountable for results, costs, methods, and staffing for all network translations applications.
- Established and enforced adherence to budgets, schedules, work plans, and performance requirements; instituted accurate and timely reporting, including P & L, productivity, and other operations metrics.
- Supervised the planning function on a day-to-day basis including training, coaching, and development of a team of fourteen (14) with regard to new processes and quality standards, customer contact, expense control and technical skills; provided ongoing direction, support, and motivation in an effort to achieve continuous improvement and maximum performance.
- Defined, created, reviewed, and maintained switch digit analysis, routing, and rating data.
- Implemented and maintained interoffice network trunking.
- Performed switch health MDII (Machine Detected Interoffice Irregularity) and Assert analysis associated with complex switch translations.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Initiated Numbering Plan Area relief activities i.e. Area Code splits and overlays.
- Resolved issues; oversaw the coordination of Network Translations projects for all network switching entities.

Selected Accomplishments/Primary Projects:

- Earned recognition from CEO for network migration project during merger, 2006.

Network Translations Specialist III (Nov. 2000 - Jun. 2004)

- Built and maintained trunks, routing, charging, and digit analysis in four (4) major markets within the Switch Network.
- Initiated LERG updates and LNP and CVX translations.

Selected Accomplishments/Primary Projects:

- Promoted from Network Translations Specialist to Group Senior Manager, June 2004.

ABC Company

Any Town, USA

Feb. 1999 - Sept. 2000

Local Service Translations Manager

The leading IT, Communications, Network, and Security Solutions provider too many of the world's largest organizations including 96% of all government agencies and Fortune 1000 companies.

Oversaw a multi-location team of thirty two (32) responsible for line and trunk translations input in seventy seven (77) local switches within the WorldCom network.

- Acted as a single point of contact for all local translation issues; coordinated the daily input of local translations within the Ericsson, Lucent 5ESS, and DMS to include BRI, PRI, and CENTREX translations.

Selected Accomplishments/Primary Projects:

- Awarded a Certificate of Achievement for LNP Conversion Project, 1999.

EDUCATION

Pursuing a Bachelor of Science Degree in Information Technology Management

Western Governors University, Salt Lake City, Utah (Attending Virtually); Projected Graduation Date: June 2013

PROFESSIONAL DEVELOPMENT/ADVANCED TRAINING

- 5ESS-2000 CENTREX Translations in the BRCS Environment ▪ 5ESS-2000 Essentials for Recent Change
 - 5ESS-2000 Switch Maintenance ▪ 5ESS-2000 Switch Translations
 - 5ESS-2000 Switch Translations: Recent Change for ISDN
 - 5ESS-2000 Switch Translations: Recent Change for Routing, Charging, and Digit Analysis
 - 5ESS-2000 Switch Translations: Recent Change for Trunks
- Connect Vu-ATP End User Training ▪ Introduction to the 5ESS Switch ▪ Management Training Courses
 - Nortel Networks CVX SS7 Gateway Controller Operations, Maintenance, and Provisioning
 - Sonus Networks - Networking Tools Basics ▪ Sonus Networks - PSX Routing Basics
 - Sonus Networks - Sonus Product Overview/Hardware Basics
 - Sonus Networks SGX Overview & Network Monitoring Basic - Troubleshooting Sonus Components

TECHNICAL ADDENDUM/BREADTH OF KNOWLEDGE

- **Operations Support Systems:** Metasolv/TBS, Remedy, Clarify, NMA, TIRKS, LMOS, WFA, UNIX, AS/400, CDCTrac
- **Switches/Routers:** Cisco, Lucent 5ESS, Sonus GSX9000, AT&T, Nortel DMS 100/500, Netgear, Siemens (EWSD)
- **Training Networks:** Ethernet, Token Ring, Novell
- **Network Environments:** SONET, T-1, ISDN, ATM, FR, LAN / WAN, NOC/SCC
- **Protocols:** TCP/IP, HTTP, Telnet, IPX/SPX, FTP, RIP, EIGRP, OSPF, FTP, SMTP, POP3, SNMP Ethernet, FastEthernet, FDDI
- **Software:** Cisco IOS, MS-DOS, Windows 98, Windows XP, Windows Vista, Windows 7, Microsoft Office 2007, Microsoft Internet Explorer, Microsoft Outlook, Microsoft Project 2007, Microsoft Visio 2007, Microsoft FrontPage, Microsoft Windows NT Workstation, NT Server 3.5/4.0, Mac OS X 10.6, Office 2008 for Mac

PROFESSIONAL AFFILIATIONS

- Project Management Institute

MILITARY SERVICE

Sergeant/E-5, United States Army - Honorably Discharged