

## OBJECTIVE

### Telecommunications/Computer Services Technician

## SUMMARY

Experienced telecommunications technician knowledgeable in all aspects of computer wired and wireless networking, fiber optic, telephone, cable TV and alarm systems in a university campus environment. Background includes assisting with camera systems and installations. Creative self-starter with strong interpersonal communication and leadership skills. Proven ability to analyze and solve difficult problems and deliver high-quality products that exceed customer expectations.

### Key Qualifications include:

- Responsive/Committed to Customer Requirements
- Focused on Process, Compliance and Improvement
- BICSI Certified (Building Industry Consulting Services Int.)
- Excellent Problem Solver
- Communications
- Work well with Teams

## PROFESSIONAL EXPERIENCE

### UNIVERSITY OF DAYTON (Dayton, OH)

1995 - 2005

#### *Telecommunications Infrastructure Technician (1999 – 2005)*

Performed work required for new installations of data, voice and video services. Assisted with alarm and closed circuit camera systems.

- Handled service calls for video, voice and computers in prompt manner which kept downtime to a minimum.
- Operated MATSCH (Telecom Billing System) computer and software in an efficient manner so customers (students and staff) would receive bills promptly. This also resulted in quicker payments received by Bursar and comptroller.
- Achieved BICSI certification to further enhance knowledge of, and keep to industry standards.
- Completed service calls and work orders successfully resulting in 99% service restored on first call.
- Installed wireless computer access to numerous locations on campus including outdoor study areas which was received favorably by student populations.

#### *Computer Services Technician – University of Dayton Research Institute (UDRI) (1995 – 1999)*

Provided hardware and software support for 150 UDRI associates.

- Managed, installed and fully tested the wiring system for approximately 300 connections.
- Assembled, tested and installed new Pentium computers as they were ordered and ensured a flawless transition from old machines to the new ones.
- Maintained and repaired ink jet and laser printers for UDRI personnel.
- Served as sole contact and support for UDRI personnel on location at WPAFB (Wright Patterson AFB).
- Supported MS Office Suite and MS Outlook via help desk operations.
- Installed 50,000 ft. of UTP (unshielded twisted pair) cable through a team effort, completed this project in less than three months which beat the project deadline of six months.
- Handled troubleshooting and repair of laser and ink jet printers and provided hot swap availability.
- Maintained consumable inventory – toners, ink cartridges, color supplies and transparencies.
- Held Active SECRET Clearance while working at WPAFB.

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**MFSI - Wright Patterson Air Force Base contractor (Dayton, OH) 1989 - 1995**

*Senior Hardware Engineer / Software Analyst*

**Provided technical software and hardware support to the Aero Propulsion Lab at WPAFB.**

- **Performed research on new products and provided professional advice.**
- **Managed the consumable inventory for the government including toners, ribbons, software, repair parts and others.**
- **Received, tested and delivered 100+ computer systems to the government under the Desktop III vendor contract with UNISYS.**

**PHILIPS INDUSTRIES (Dayton, OH) 1988 - 1989**

*Microcomputer Specialist*

**DAYTON-WALTHER CORP. (Dayton, OH) 1976 - 1988**

*Microcomputer Coordinator*

#### **EDUCATION**

**Bachelor of Science - Business Management, Wright State University (Dayton, OH)**

**Associate - Data Processing, Sinclair Community College (Dayton, OH)**

#### **PROFESSIONAL DEVELOPMENT**

**BISCI Training (Denver, CO)**

**MS Office training – Executrain (Cincinnati, OH)**

**Novell 4.0 Network Administration – New Horizons (Dayton, OH)**

#### **ACTIVITIES**

**Volunteer work - House of Bread (Dayton, OH)**