

Resumagic.com Sample Resume: Network Engineer

John Jobseeker

1234 East Elm Street Anytown, ST 00000 (123) 456-7890 j_jobseeker@email.com

QUALIFICATION SUMMARY

Proven five year track record utilizing engineering and technical skills while employed with one of the largest providers of communication networks in the United States. Have demonstrated exceptional ability in the following areas:

Maintenance and Troubleshooting:

- Routinely identify and correct mistakes made by major client before they reveal themselves or become a problem
- Have successfully located and resolved problems for clients remotely without dispatching a technician
- Regularly consulted by both clients and technicians requesting assistance in troubleshooting network problems
- Received [Name of] Award for excellent customer service (March, 2001; nominated by co-workers and a major client) and received highest rating on recent performance reviews

Project Management:

- Regularly assume position of project manager on important network projects, completing every project on time and to each customer's satisfaction
- Initiated procedures on several projects making the installation process less complicated and more efficient, saving time and money for both employer and client
- Received Certificate of Excellence for outstanding work on the [Name of project] (October, 2000; project involved splitting up the [names of two companies] networks, DIDs and testing 550 locations worldwide)

CERTIFICATIONS

- Perimeter ACD
- Octel, Version 250/350 (software and hardware)
- Centrex Mate for DMS 100
- Nortel Meridian 1, Options 21-81c, Installation and Maintenance
- Nortel Meridian XII, Basic Data Administration
- In the process of completing Cisco Network Series CCNA course

WORK HISTORY

ACME COMMUNICATIONS SOLUTIONS, Anytown, ST

05/96 to Present

Technical Service Engineer (01/00 to Present)

- Responsible for the remote operation and troubleshooting of 135 Octel sites for [name of two companies]
- Troubleshoot and repair problems associated with the Nortel/Meridian and [company] (GV3) systems
- Monitor Octel 250/350 installation programming for proper configuration
- Program scripts to download updates and changes to digital network
- Coordinate with project managers, technicians and clients on new installations and work closely with clients to resolve problems and issues
- Routinely program, maintain and repair 78 Nortel PBX Systems, (Options 11 through 81c), all analog and digital phone units, and all trunks, DID, TIE, routes and T1's on the PBX
- Train employees on proper installation and maintenance of Octel system

Acme Communications continued

Operations Engineer I (11/97 to 01/00)

- Oversaw the addition and deletion of Octel 250/350 mailboxes
- Created new auto attendant and various types of mailboxes
- Installed, programmed and tested networking of new and old sites
- Corrected voice mail technical and configuration problems for both technicians and clients
- Managed customer tracking system to ensure problems resolved to customer's satisfaction
- Collected data and prepared monthly reports for management
- Worked jointly with project managers, technicians, and customers on new installations
- Worked as the On-call Engineer during monthly rotation

System Analyst (06/96 to 11/97)

- Worked directly with large, national client to help select and install equipment, resolve repair issues and contractor disputes
- Researched and documented routine problems with the network
- Verified and recorded the completion of repairs to the customer's satisfaction and within the contractual time frame
- Updated all changes, adds, and moves on current floor plans
- Added profiles for new users and helped customer's with the Meeting Place System
- Routinely used knowledge of DMS 100 Centrex Mate and Meridian Business Set programming to resolve problems with customer centrexes