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**Objective:** To further my knowledge of data manipulation

### **HIGHLIGHTS OF QUALIFICATIONS**

- Knowledge of advanced wireless communications
- Extensive knowledge of PC troubleshooting
- Listen to technical issues and find a solution effectively and in a timely manner
- Ability to listen to a problem and multi task at fast pace to resolve customers issue

### **Experience**

- 2008-Present     **Advanced Service Representative** AT&T Wireless
- Work closely with CTS and Clarify to track, create and follow up on tickets
  - Provide Business Data Services a additional troubleshooting source
  - Extensive knowledge of Snooper, CARD, CTS and other network tools
  - Troubleshoot mobile data devices on GPRS and UMTS platforms and applications
- 2007-November   **Laptop Connect Technician** AT&T Wireless
- Troubleshoot Windows XP, Vista and MAC OS software and hardware problems
  - Extensive knowledge of Blackberry and Windows mobile Handhelds and wireless modems
  - De-escalate upset customers to help them resolve there data issues
- 2007-November   **Business Data Support Representative** AT&T Wireless
- Troubleshoot Blackberries, Windows
  - Extensive knowledge of Blackberry and Windows mobile Handhelds and wireless modems
  - De-escalate upset customers to help them resolve there data issues
- 1996-2006        **Assistant Manager** United States Navy
- Worked with Spectrum Analyzer (Hardware based and computer based), Frequency counters, Oscilloscopes and other specialized equipment
  - Maintained several real-time critical databases some with excess of 5900 records
  - Supervised a 5 person team which turned out over 300 reports
  - Held a Top Secret government security clearance
  - Proven ability to communicate effectively in diverse environments
  - Operated advanced communication equipment
  - Worked with UNIX based systems and applications

### **Training**

- Laptop Connect
- A+ Certified
- Working on Telecommunications degree

### **Personal Strengths**

- Goes the extra mile to get the job done
- Reliable, detail oriented team player
- Ability to communicate and resolve technical issue in a fast paced environment
- Willing to work extra hours to get the job done
- Lifelong learner