

JIMMY FRANKEN

...Loyal...Personable...Ambitious...

(913) 527-4631

stephanie@sfbayresumewriter.com

1845 S. Twilight Drive

Olathe, KS 60662

Seeking Position As:

NETWORK OPERATION PROFESSIONAL

Surveillance ✦ Maintenance

Certified professional with a 5 plus years of field experience. Expert in project management, design, development, migration and implementation of networking technology. Diverse technical expertise derived from rapid learning and effective application of cutting edge technology. Highly communicative team leader who motivates and mentors people at all levels of technical expertise. Facilitate problem solving teams and can uniquely handle customers to assess technical challenges and successfully transform ideas into appropriate workable solutions.

- ✦ Project Management
- ✦ Research and Analysis Skills
- ✦ Problem Identification and Resolution
- ✦ Team Building/Leadership
- ✦ Diverse Market/Industry Knowledge
- ✦ Strategic Planning
- ✦ Cross-Cultural Communications
- ✦ Technology Operations

PROFESSIONAL EXPERIENCE

Embarq

2008-Present

Broadband Maintenance Technician/Network Ops I

Gardner, KS

- ✦ Provided internal tier 2, tech support, for field technicians, as well as layer 2 network monitoring, and maintenance.
- ✦ Troubleshoot, assessed, and repaired virtual cross connections; bounced ports and network cards, using multiple DSLAM platforms.
- ✦ Worked with assignments to reassign different IP strings and virtual circuit ID.
- ✦ Escalated bandwidth, and reported network outages that affected multiple customers to the surveillance department, and NTAC.

Sprint

2006-Present

Technical Service Representative I

Leawood, KS

- ✦ Assessed and physically repaired phones; controlled inventory.
- ✦ Worked with ICSS to maintain software and PRL specifications between sprint devices and the sprint network.
- ✦ Re-flash, and update software on devices; performed troubleshooting and resolved software related issues.
- ✦ Assessed and resolved data connectivity, and registration errors; utilized network tool to monitor and troubleshoot network outages.

Cartridge World

2006-2006

Laser Technician

Joplin, MO

- ✦ Refurbished and refilled laser toner cartridges; controlled and maintained inventory.
- ✦ Made field calls to repair, and/or to replace cartridges.

- ✦ Developed database, procedures and systems to support technology administration.

PixelEffect

2004-2005

Network Maintenance

Joplin, MO

- ✦ Setup and maintained networks for small businesses.
- ✦ Managed help desk and software development personnel and tasks.
- ✦ Evaluated and implemented technologies and communications services.

EDUCATION & TECHNICAL SKILLS

Missouri Southern State University

2001

General Studies

Carthage Tech. Center

2002

Basic machining and CAD class, certification

Telecom Platforms ✦ Alcatel ✦ Panorama ✦ Lucent ✦ AFC ✦ Marconi ✦ Calix ✦
Adtran ✦ HP Openview ✦ Entrisphere ✦ Access Care ✦ CAD ✦ CADKEY ✦
AUTOCAD ✦ Solidworks ✦ Microsoft Office Suite

**References Gladly Provided Upon Request*