

Technical Skills and Experience

Professional services expertise in implementing mission-critical enterprise software.

Software Technologies NETeXPERT OSS, scripting, UNIX (Solaris, HP-UX), Oracle, SQL, SL-GMS graphics tools, Groovy, Java.

Devices Ericsson, Nokia, Tekelec, Alcatel, Ciena, Lucent, Cisco, Sycamore – TL1, SNMP

Additional Skills Telecom, HTML, CSS, Python, Linux (Ubuntu). Gathering requirements, writing documentation, creating design documents, generating testing plans, acting as technical lead, managing customer relationships, and providing training.

Work Experience

OSI/SRIT
Roseville, CA
Aug 2010 – Dec 2010

Senior Consultant

- Developed configuration management solutions for service activation, for wireline provider.

OSI/SRIT
Roseville, CA
Mar 2008 – Mar 2009

Professional Services Consultant

- Rewrote legacy Perl script into lighter Groovy application, using NETeXPERT API, for major American wireless provider.
- Co-developed custom Java application, supported legacy graphics for American military customer.

Longview Software
El Dorado Hills, CA
Sept 2006 – Mar 2008

Senior OSS Consultant

- Updated legacy rulesets, assisted with improvements in system performance, developed alarm flood logic for major American fiber provider, including simulating alarm floods.

ATEK Technical Solutions
Plano, TX
May 2005 – Jul 2006

Senior OSS Consultant

- Microwave device integration project for major American wireless provider. Gathered requirements, co-developed ruleset logic and object model, developed complex custom graphics. Wrote design document, MOP, and test case document.
- Re-developed legacy graphics, provided training for major American wireless provider.

Mihir Network Solutions
Bear, DE
Aug 2002 – Apr 2005

Network Analyst

- Key framework upgrade at a major American cable provider. Analyzed requirements, developed ruleset and script updates, and wrote documentation.
- Major scripting project for major American wireless provider to auto-publish custom software updates to production OSS servers. Gathered requirements, developed suite of scripts, wrote documentation.
- Device integration project for major American wireless provider. Gathered requirements, co-developed ruleset logic and object model, developed challenging custom graphics to mimic vendor graphical package. Wrote design document, MOP, and test case document. Assisted with performance of testing.
- Updated legacy rulesets and graphics to represent new functionality, for major American wireless provider.
- Developed custom rules/dialogs to detect connectivity failure for

major American wireless provider.

- Surveyed NOC personnel and network engineering staff at major American wireless provider to pinpoint potential improvements in OSS software.

Agilent Technologies, B.V. *Senior Systems Engineer*
Amstelveen, Netherlands
Jan 2001 - Aug 2002

- Service management project for major German wireless provider. Delivered on challenging graphics requirements, including driving graphics product development team with customer-driven ideas, tracking PERs, pioneering new methods of graphical customization, and mentoring colleagues. Tackled rulesets, fault module, object model, Sybase issues, Veritas issues, Solaris issues, framework installation, and stringent test acceptance processes.
- Improved overall look of graphics for small Italian wireless provider.
- Assisted with framework upgrade, delivered fast-track training, and followed up on outstanding TAC cases for major Belgian wireless provider.
- Cleaned up legacy rulesets, closed four TAC cases of long standing, improved overall performance of system for UK internet provider.

OSI
Bellevue, WA and Nice,
France
Sept 1997 – Dec 2000

Systems Engineer

- Supported OSS fault system, developed graphics, monitored trouble tickets, tracked TAC cases, and acted as main point of contact for major American wireless provider. Commended by customer. Developed nationwide top-level graphics for wireless provider's parent communications company.
- Brought in to a delayed project of event ruleset development for small American wireline provider. Successfully delivered under intense pressure.
- Installed and customized existing ruleset for old and new devices running different software versions for Belgian internet provider; worked with vendor SME as well as provider's team.
- Expanded rulesets and graphics for British TETRA provider from existing UK system to include international network. Developed ruleset logic to designate geographical visibility partitions at object creation time (e.g., French users cannot see UK objects). Assisted with test acceptance process.
- Replaced existing OSS with new system for major Dutch wireless provider. Re-tooled rulesets for GSM devices. Developed complex self-updating graphics. Supported testing procedures. Commended by customer. System later used as demo for sales.

Education

Professional Training

Java fundamentals, Oracle DBA, Korn shell scripting, NETeXPERT SysAdmin and ruleset language, SL-GMS graphics

B.A.
The Evergreen State College
Olympia, Washington

Computer Science studies included: C++, discrete mathematics, operating systems, functional programming, digital logic, Prolog, formal language theory, advanced logic, cognitive science, compiler

topics, artificial intelligence, neural nets, expert systems.