

MEREDITH MBA STUDENT

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Qualification Summary

Accomplished engineer leader, project manager, and trusted advisor with over 10 years of experience in telecommunications. Recognized for expertise in project management, customer satisfaction, technical knowledge, and training. Experience with network management and OSS platforms (FCAPS), OSS and process consulting, cross-functional teams, and certifications in NCTS - Real-Time Networking & Net +.

Professional Experience

Cisco, Research Triangle Park, NC

20xx-present

Program Manager, Global Operations & Services

20xx-present

- Launched consulting services to an over \$1M business in 2005
- Provided consulting service to customer and was a key resource that enabled the customer to market-launch their service in record time.
- Chaired the WIC (Women in Cisco) committee "Helping Others" to leverage the network of women at Cisco to give back to the community; included raising money for the Women's Center of Wake County and volunteering with Habitat for Humanity.

Manager, Network Operational Support Systems

20xx-20xx

- Provided leadership and project management for a customer service team of 13 people.
- Project managed with minimal service disruption an engineering lab 3 times that included coordinating resources for facilities, IS, and engineering functions.
- Expanded customer support for platform from a \$3M to \$9M business.
- Enhanced the ability of the sales team to sell the platform by providing subject matter expertise through utilizing demonstrations and presentations about the product to customers.
- Successfully launched the product into new markets including optical as well as extending service capability in existing markets.

Senior Engineer, Network Operational Support Systems

19xx – 20xx

- Provided Tier I customer service for network management and served as prime for key customers that included MCI, AT&T Canada, and Bell Canada.
- Mentored and trained co-ops and new team members.
- Developed custom application utilizing Perl and Expect to automate a network wide inventory query from a customer's voice access network and management platforms.

Engineer, Software Systems Engineering

19xx-19xx

- System administrator for Compaq SCO Unix, HP UX, and dialup modem pool.
- Served as a global Tier-I customer service engineer for OSS platform with key customers AT&T Canada, Worldcom, GlobalOne, and SNET.

Engineer Co-op, Software Systems Engineering

19xx-19xx

- Developed web interface tool utilizing Perl, cgi, and HTML with email submission for engineers to use to submit bulletins and alerts with searching mechanisms to allow global access to this data.

Education

- MBA, Meredith College, Raleigh, NC, 20xx
- BS in Computer Science, University of North Carolina at Wilmington, 19xx
- Net + TCP/IP Certification and Real Time Networking Certification

Technical Skills: eTOM, NGSS, VoIP, TCP/IP networks, MSO market experience, Solaris, SCO, HP, and Linux Unix, Programming in C, Perl, Expect, and Unix scripting, HTML, xDSL, experience with SUN, HP, Compaq, and Dell Hardware.