



STEVEN ESTRADA

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BACKGROUND SUMMARY

A Project Manager, Helpdesk Technician, NOC Technician, and Central Office Technician with over 20 years experience in Customer Service, Network Management and Technical Support in the Telecommunications industry. Experience includes large network project management, data center installations and testing, central office surveillance, maintenance and repair of all hardware and software problems. Proven expertise in problem analysis and troubleshooting with ability to quickly implement cost effective solutions. Cleared to work on sensitive US Government contracts and circuits.

PROFESSIONAL ACCOMPLISHMENTS

- * Awarded AT&T's Vice President's Award for outstanding customer service to the Federal Government's DCTN and FTS networks , and written about multiple times in AT&T Today, the company's internal newspaper, for exceptional performance.
- * Won back a \$1.15 million contract for the Federal Government Network Billing by utilizing innovative leadership techniques, providing diplomatic public relations and obtaining cost effective solutions to problems.
- * Managed a 900 circuit data center migration which met and exceeded customer commitment and saved the company in excess of \$6 million annually.
- * Designed and implemented new engineering guidelines for installation of Federal Government diversion circuits which resulted in realizing a successful disaster recovery plan.
- * Acted as liaison between customers and suppliers for making determination of all network related requirements including circuit technology, types of service and schedules.
- * Managed and maintained contract negotiations with vendors to assure compliance and assist customers in meeting expectations.
- * Installed and maintained complex central office transmission equipment resulting in minimal downtime of AT&T 's telephone network.
- * Awarded Letter of Merit for restoring - in record time - a major central office facility that was damaged by lightning and shut down completely. Service was restored within 2 hours.

EMPLOYMENT HISTORY

12/04 - 11/05 TEK Systems: Circuit Design Engineer
09/98 - 10/04 AT&T: 5ESS Technical Support , Switch Technician,
Computer Administrator, Customer Service Maintenance Technician
06/95 - 09/98 Teleport Communications Group: Network Analyst, Webmaster,
NOC Technician
10/94 - 06/95 Orlando Business Telephone Systems: Senior Project Support Analyst
01/84 - 08/94 AT&T: Project Manager, Communications Technician,
Customer Service Representative, Business Office Representative,
11/79 - 01/84 New York Telephone: Operator, Business Office Representative

EDUCATION AND TRAINING

UNIX (SVR4) System Administration, Bell Labs, Altamonte Springs Fl, Dallas TX
Novell Certified NetWare Engineer, Dershya University, Orlando Fl
NORTEL DMS -100/200/250 Operations and Maintenance, Bellcore, Lisle IL
AT&T 5ESS Operations and Maintenance, AT&T, Dallas TX
Data Processing, Queensboro Community College, Bayside NY, and
Hillsboro Community College, Tampa Fl
Psychology, Brookdale Community College, Red Bank NJ
Dale Carnegie - Effective Public Speaking

Windows 3.1 through 2K3 Server
UNIX/Solaris/FreeBSD/Linux

Hundreds of hours of training provided by AT&T – including:
Project Management and Supervisor Training
DACS1, DACS II and DACS IV Operations and Maintenance
Fiber Splicing (Certified) and OTDR Operation.
Business Office/Account Representative Training
4ESS Switching / 5ESS Switching / VoIP
Circuit Design Engineering in TIRKS, CIRAS and ObjecTel
ASDS (Accunet Spectrum of Digital Services) Engineering and Provisioning
ISDN (Integrated Services Digital Network) Provisioning
D4, ICX and Reliance Channel Bank Installation and Maintenance
SONET, OC3, OC12, OC48, ATM Installation and Maintenance
AT&T Premises Equipment Maintenance