

Full Name

City, State • (123) 456-7890 • name@gmail.com • LinkedIn.com

Senior Network Engineer

specializing in telecommunications, network optimization, and connectivity through expert configuration and troubleshooting

Network engineering professional with 15+ years of experience in configuring, troubleshooting, and optimizing complex network systems across multi-vendor platforms, including Cisco, Alcatel-Lucent, and Redback. Expert in TCP/IP protocols, routing protocols (BGP, OSPF, EIGRP, MPLS), Layer 2 switching, fault isolation, and remediation of network events. Deployed network devices, hardware/software upgrades, and connectivity solutions for enterprise-level LAN/WAN environments.

CORE SKILLS: IP Addressing & Subnetting • Network Troubleshooting • Device Configuration & Deployment • System Performance Enhancement • Network Transformation • Vendor Relationships • Coverage Gap Analysis • Telephony Switching • Data Communications • PC Configuration • Advanced Technology Integration • Scalable & Secure Solutions • Cross-Functional Collaboration

TECHNICAL SKILLS: TCP/IP • Routing protocols (BGP, OSPF, EIGRP, MPLS) • Layer 2 Switching • Cisco • Alcatel-Lucent/Nokia • Passive Optical Networking • IP Multicast • LAN/WAN Networks

PROFESSIONAL EXPERIENCE

Senior Network & Data Engineer • AT&T • Las Colinas, TX

March 2023 – Present

- Configured and maintained network access devices, including Alcatel 7330 ISAM FTTN, 7342 ISAM FTTU, and 7360 ISAM FX to ensure reliable internet connectivity for fiber and DSL customers.
- Oversaw issue resolution and escalation processes, diagnosing and identifying root causes of complex problems for timely solutions with minimal disruption. Upgraded network devices' hardware and software to improve overall network performance.
- Provided end-user support by troubleshooting connectivity issues and guiding users on proper usage of networking equipment.

Business Operations Manager • Dyer Appliance Repair Academy • Haltom City, TX

Mar 2018 – Feb 2023

- Managed day-to-day operations, B2B sales, marketing, customer service, and accounting functions to drive business growth.
- Obtained a bachelor's degree during this period, enhancing professional skills and preparing for a return to the IT field.

Network Support Professional • AT&T • Las Colinas, TX

Apr 2010 – Mar 2018

- Operated the U-verse core network, including Alcatel 7750 SR12 service routers, DirectTV Cisco 12000 GSRs, and Nexus switches to deliver reliable video content and internet access to millions of customers via IP multicast over MPLS.
- Delivered exceptional customer service by engaging with clients, assessing their issues, implementing corrective actions, and ensuring thorough follow-ups.
- Minimized disruptions to business operations by managing network upgrades, migrations, and expansions.
- Transitioned U-Verse backbone rings from a dual OC-48 configuration to a 10 Gigabit Ethernet WAN by serving as the primary network representative throughout the project.

Senior Network Engineer • AT&T • Las Colinas, TX

Oct 2001 – Apr 2010

- Installed, configured, and maintained SBCIS and ASI Layer 3 DSL aggregation platforms, such as Juniper ERX, Redback SMS1800, SMS10K, and SE800 devices to boost operational efficiency and system reliability.
- Improved network performance through hardware/software upgrades, incidents troubleshooting, and resolution processes.
- Tracked network performance to identify and address operational and security concerns in a timely manner.
- Configured and deployed 75+ DSL aggregation platforms for seamless integration and service readiness.

ADDITIONAL EXPERIENCE

- 11B – Infantry** • Texas Army National Guard
- Network Analyst** • Reallinx, Inc.
- Tier 2 Network Support** • Southwestern Bell Internet Services
- Network Technician / Team Lead** • NTT/Verio

EDUCATION & CERTIFICATIONS

- Bachelor of Arts (BA) in Business Administration** • Purdue Global University - West Lafayette, IN (2021)
- Cisco Certified Network Professional (CCNP)** (Routing portion completed)
- Cisco Certified Network Associate (CCNA)** (Expired)