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## OBJECTIVE

Full time position as an integral part of challenging and growing high tech company.

## SUMMARY

I am an award winning Network Analyst / Technical Writer with extensive experience in the high tech field, specializing in digital and audio technology. I am also adept in computer hardware and software installation and troubleshooting.

## SKILLS

- Network analysis
- Satellite communication
- Mainframe
- Technical writing
- Network configuration
- Telnet
- Troubleshooting
- LAN / WAN
- Procedural documentation
- Tandem operations
- IP
- X.25

## WORK HISTORY

### Odyssey Information Services – Contract

2001 - 2008

#### *Network Analyst / Technical Writer*

- Network Analyst maintaining Satellite, Tandem, X.25 and Broadband data links for Shell Domestic Retail Network. The retail Network comprised of 13,000 retailers nationwide generating revenue of 12 billion annually.
- Author of Shell Retail Infrastructure Operations Guide. The material in the guide contained complete information for troubleshooting, network topology, data flow and points of contact for the entire Shell Domestic Retail Network. This guide was updated on a daily basis and used by the entire Shell Domestic Retail Staff comprising 40 members.
- Author of Hughes Network Systems Illuminet Guide for the Hughes Illuminet Software System. The material contained in the guide covered base terminology, troubleshooting procedures and earth station configuration for the Hughes 5000 and 6000 digital Earth Stations. The Illuminet Guide was used by the Shell Domestic Retail Staff comprising 40 members.
- Co author of the Tandem Teaching Guide. The information contained in this guide acquainted the novice user to the nomenclature, troubleshooting techniques and performance features of the Tandem System as used by the Shell Domestic Retail Team.
- Received outstanding achievement award for technical writing.

***Network Analyst/ Technical Writer / Shift Leader***

- Network Analyst maintaining leased line and satellite data links for the Texaco Global Information Systems Network for 8000 retailers nationwide.
- Author of the Spectrum Handbook. The material in this guide contained complete information as to the use of the Spectrum Web application monitoring system. The Spectrum application was used to monitor the Texaco Global Information Services world wide Cisco router network. The Spectrum Handbook was used by the Texaco Network Operations Staff comprising 20 individuals.
- Author of Web Monitor Trouble Ticketing Guide. The material covered in this guide included Data Entry, Opening a Trouble Ticket, Updating a Ticket, Re Assigning a Trouble Ticket and Ticket Closure. The Web Monitor Trouble Ticketing Guide was used by the Texaco Network Operations Staff comprising 20 individuals.
- Received outstanding achievement award for technical writing.

### SPECIAL TRAINING

- Satellite communications, Hughes Network Systems
- Tandem Training, Compaq Computer Corp
- Network Training, IBM

### LICENSES & CERTIFICATES

- F.C.C. Amateur Extra Class License.
- F.C.C. Commercial Broadcast License with Radar Endorsement.

### MEMBERSHIPS & AFFILIATIONS

- Texas Photographic Society
- Radio Club of America

### EDUCATION

**B.A.**, Telecommunications, Texas Tech University