

DEIDRE HALIFAX

10087 Sycamore Street
Kansas City, MO 20078

870-238-1192
dhalifax@bellwest.net

OBJECTIVE

Technical position in telecommunications emphasizing strengths and experience in troubleshooting, attention to detail, efficiency, and customer service to build customer loyalty and contribute significantly to organizational success.

QUALIFICATIONS SUMMARY

Expert in all aspects of service delivery, implementation, and assurance for voice (including ISDN and ccs7) and data (ds0, ds1/T1, ds3, hssi, frame relay) circuits. Proven ability to successfully interface with major clients such as AOL, Dow Chemical, Georgia Pacific, Hewlett Packard, Home Shopping Network, Kinko's, Shell Oil, Skytel, Union Pacific, and UPS. Responsive, responsible and highly attuned to emotions, needs, and motivations of others. Committed to help others fulfill their potential. Dedicated to the growth, development, and success of the company.

- Adept in resolving complex chronic service issues.
- Outstanding at troubleshooting, communicating and presenting.
- Proven ability to develop and deliver technical training courses.
- Skilled in writing for documentation, job aids, processes, and service level agreements.
- Proficient with Word, PowerPoint, and Excel.

NETWORK INFRASTRUCTURE ELEMENTS

DMS 250, DMS 100, DEX600E voice switches, Rolm, Nortel, Lucent, Ascend PBXes, narrowband and wideband digital crossconnect, router, multiplexer, inverse multiplexer, echo cancellor, channel bank, CSU, DSU, x.25 and frame relay packet switches, lightwave equipment, digital radio, ds1 and ds3 patch panels

TEST EQUIPMENT

SAGE 930X series, Fireberd 500, 550, 6000, T-BERD 209A, 211, 224, 305, 310, Centest 550 and 650, REACT 2001, General Datacom sniffer

SELECTED ACCOMPLISHMENTS

- Developed the CMI Local Services Regional Operations Center (NOC) *from four employees handling 25% of service delivery activities for two states to 20 technicians handling 50% of all service delivery and service assurance duties for nine states in eleven months* in a 7X24 operation.
- Recognized for award winning performance at the National level for *outstanding achievement in installation of services, elimination of backlog, on time delivery, and implementation of new products.*

- *Reduced multiple dispatches to customer locations for service delivery by 30%* by improving efficiency of site survey process.
- *Achieved in 6 months* the level of expertise necessary to isolate and resolve issues pertaining to front end elements of the DMS 250; promoted to the level of Senior Technician.
- Significantly increased productivity regarding data analysis by eliminating redundant trunk reports in the DMS250, *reducing number of reports used from 107 to 7.*
- Recognized for creating the most comprehensive safety awareness and training program in CMI.
- Received over 30 awards throughout employment at CMI and Sprint for outstanding customer service.
- Achieved 4.0 GPA in College courses 1994 - 1997 while working full time.

PROFESSIONAL EXPERIENCE

SPRINT, Kansas City, MO **1999-2003**
Senior Network Operations Specialist, Frame Relay Service Assurance, 2001-2003
Senior NOS, Physical Layer Service Assurance, 1999-2001

COMMUNICATIONS INTERNATIONAL, Norcross, GA **1998-1999**
Technical Training Specialist

CMI TELECOMMUNICATIONS **1988-1998**
Manager, Regional Operations Center, Atlanta, GA, 1997-1998
Operations Supervisor, New Orleans, LA, 1994-1997
Group Leader, Service Assurance, New Orleans, LA, 1990-1994
Technical Services Representative (TSR) III, Jackson, MS, 1988-1990

ROCKWELL INTERNATIONAL, Richardson, TX **1987-1988**
Fiber optics LTE and microwave digital radio installer and tester

CMI Telecommunications, Irving, TX **1984-1987**
TSR I, II, and III, Switch Maintenance, Service Coordinator
Technical Circuits/Systems Controller

EDUCATION AND TRAINING

Business Administration, Delgado Community College, New Orleans, LA, 1996-1997
Spanish, University of New Orleans, New Orleans, LA, 1994-1995
Communications, Shorter College, Rome, GA, 1979-1980
Studying for CCNA Certification, 25% completed.