

**BW**

**Location**

Monroe, LA

**Phone**

318-450-4433

**Email**

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**Website**

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**References**

Vernon Wells  
Technical Account Manager  
VMware  
318-355-0708

Lourenco Tarvin  
IT Professor  
Renton Technical College  
318-780-9372

Shane Blackstock  
IT Manager  
Lasalle Management  
918-845-6769

# Bert Walters

Energetic and customer-focused IT Technician with 18 years of experience in providing technical support and resolving a wide range of IT issues. Skilled in diagnosing hardware and software problems, troubleshooting network connectivity, and guiding users through step-by-step solutions.

**Experience**

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**2023-Present**

Mental Health Technician | Pecan Haven Addiction Recovery | Monroe, LA

- Providing support and companionship to patients, helping them to manage stress, anxiety, and other emotional issues.
- Assisting in crisis intervention and de-escalation techniques to manage volatile or potentially dangerous situations.
- Maintaining accurate and detailed patient records, including progress notes, treatment plans, and incident reports.
- Participating in ongoing training and professional development to stay current with best practices in mental health care.

**2018-2022**

System Administrator | Lasalle Management | Ruston, LA

- Provided desktop support to employees, including managing Office 365, resolving networking, security system, and local printer/fax issues.
- Developed network infrastructure maps and rewired multiple facilities to meet industry codes and federal guidelines.
- Reviewed and analyzed monthly data reports for cell phones and tablets, supporting Accounting and the Department of Transportation.
- Worked closely with various vendors, including Verizon, AT&T, ConnectWise, and Malwarebytes.

**2014-2018**

Senior Network Engineer | Lumen Technologies | Monroe, LA

- Tracked bandwidth and capacity across 10 states to produce weekly reports for management updates.
- Facilitated bi-weekly roundtable meetings with planning, engineering, and management teams to identify critical capacity concerns and address issues in the ordering and augmentation processes.
- Coordinated circuit orders to support planning with Redback capacity for both ingress and egress operations.
- Led, mentored, and provided support to college interns during summer programs.

**2004-2014**

Operations Technician II | Lumen Technologies | Monroe, LA

- Reported, managed, and escalated line group outages to NEMC.
- Collaborated with local plant supervisors, managers, and technicians both within and outside the company.
- Queried long-distance switches and out-of-territory vendor databases to identify translation issues and detect errors, initiating corrective actions as needed.
- Provided SS7 surveillance and support for legacy CenturyTel and Embarq networks.