

Robert (Bert) Walters

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Summary

IT professional offering 17 years of diversified experience. Excellent communication and problem-solving skills. Dedicated to achieving customer satisfaction as well as meeting or surpassing company expectations. Able to focus on projects, develop strategies and meet or exceed deadlines. Strong rapport with personnel, customers, and associates based on knowledge, professionalism and integrity.

Experience

Lasalle Management, Ruston, LA
Systems Administrator

2018 to 2021

- Administrator for over 25 locations running Windows Server 2008/2016, JMS Servers, and separate federal networks.
- Ensured system security and reliability by monitoring daily backups, antivirus status, and network activity.
- Administered and implemented Active Directory services and group policies across multiple domains.
- Provided desktop support for 1000+ employees including administering Office365, networking issues, security system issues, and local printer/fax issues.
- Created network infrastructure maps and rewired multiple facilities to meet industry code along with federal guidelines for ICE detention centers.
- Installed and maintained security systems both inside and outside facilities.
- Worked with the Department of Transportation
- Analyzed both monthly cell phone and tablet data reports for Accounting and the Department of Transportation.
- Worked with multiple vendors including Verizon, AT&T, ConnectWise, and Malwarebytes.

CenturyLink, Monroe, LA
Senior Network Engineer

2014 to 2018

- Monitored bandwidth & capacity for 10 states in order to create weekly management update reports.
- Creating pivot tables and databases to achieve analytical goals.
- Assisted management with internal and external customer escalations.
- Held bi-weekly roundtable meetings with planning, engineering, and management to identify critical capacity concerns and breakdowns in ordering/augmentation process.
- Ordering of circuits to assist planning with Redback capacity for both Ingress and Egress sides.
- Supervising, training, and assisting college interns for summer programs.

CenturyLink, Monroe, LA
Operations Technician II

2012 to 2014

- Surveillance for all legacy CenturyTel local TDM voice switches (DMS 10, DMS 100, GTD5, DCO, EWSD, & 5ESS).
- Monitoring, troubleshooting, and resolving all alarms associated with IDTs, LCMs, LCMCs, DEDs, MXUs, RCUs, RDTs, RLUs, environmental, and power alarms.
- Reporting, managing, and escalating line group outages to NEMC along with working with local area plant supervisors, managers, and various technicians within/outside the company.
- SS7 surveillance and support for legacy CenturyTel and Embarq networks. Monitor, troubleshoot, and dispatch all SS7 links within the network.

CenturyLink, Monroe, LA
Plant Support Technician

2010 to 2012

- Opening, closing, and providing status updates on TRACS and Metasolv trouble tickets when resolving long distance customer quality issues.
- Tracing call routes within long distance switches to determine the vendor network the call traversed.
- Querying long distance switches for possible translation issues or out of territory vendor databases to detect errors in order to take corrective action as needed.
- Entering data into switches or out of territory vendor databases when errors are detected.
- Referencing Ensemble to obtain more detailed customer information that is not contained in TRACS or Metasolv tickets in order to isolate and repair issues.
- Working with terminating vendors to correct identified network quality issues by opening vendor tickets and tracking resolutions.
- Determining which vendor network should support customers by referencing the routing guide.

CenturyLink, Monroe, LA
Internet Helpdesk Specialist II

2008 to 2010

- Assisted technicians on-site with hardware troubleshooting and internet connectivity issues.
- Used telnet to log into various dslams to adjust noise ratios, speed settings, and card status along with logging into the customer's modem/router to perform updates and maintenance.
- Logged into dhcp server to drop ip leases, renew leases, adding sticky statics for customers, and to watch for over all connectivity issues.
- Assisted in troubleshooting customer problems relating to Operating System issues (Win98, Win2000, WinXP, WinVista, Win7), network connectivity, TCP/IP configuration, upgrades, and Internet Connectivity.
- Performed upgrades, installation of software, drivers, and essential desktop troubleshooting.
- Provided customers with assistance on email related issues involving webmail, Outlook, Outlook Express, Windows Mail, Mac Mail.
- Assisted technicians on-site with hardware troubleshooting and internet connectivity issues.

CenturyLink, Monroe, LA
DSL Team Lead

2006 to 2008

- Duties included creating and maintaining Excel spreadsheets and Access databases to store complete records of order quality checks, daily incoming work, and customer issues to inform management of team status.
- Provided monthly side-by-side coaching for all team members to determine strengths and weaknesses.
- Held training classes for employees on processes, flows, and error resolution for dsl functions as well as tasks in customer service queue and held orders.
- Assisted others with escalated issues and phone calls, various questions and problems with orders, and other training opportunities.
- Entered Complex Order Group and Telemarketing orders which included adding bundle packages, creating dsl new installs and making other changes to services as requested by customers via CenturyLink agent website.

CenturyLink, Monroe, LA
Customer Service Representative:

2004 to 2006

- Duties included assisting with transition to Ensemble billing system by verifying standard procedures.
- Utilized TSO & RDS systems to offer support in fulfilling subpoena requests for call records, bill copies, and subscriber information.
- Provisioned orders by troubleshooting and providing additional information to pending and held orders as well as notifying customers of changes, delays, or updates on orders.
- Assisted with Remote Call Forward & Referral training class for entire team.
- Researching customers' accounts after receiving Return Equipment tasks in Customer Service Queue and issuing or denying credits when appropriate.

References

Chip Goodson
Lead Engineer, Local Network Planning
CenturyLink
318-307-1818

Greg Jester
Director, Operation Effectiveness
CenturyLink
318-381-1867

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