

William A Hickey

Professional experience

1969 - 1973 New York Telephone New York, NY

Business Office Representative

Direct link with business customers concerning all telephone issues. During this period I served in the US Army from July 1969 thru March 1971.

1973- 1994 New York Telephone New York, NY

Switching Equipment Technician

Worked in the 4A tandem switch at 33 Thomas Street doing maintenance, troubleshooting and translations. In 1988 moved into DMS switching and worked in the SCC and the end office environments in the Southern Manhattan area in NYC

1994- 1996 Aerotek Fort Lauderdale, FL

Contractor

Did various contract work, including: time and motion study for Bell South, pulling cable and installing lines for Bacardi and the West Palm Post, lastly installing and maintaining customer equipment and facilities with TCG.

1996- 2001 TCG/AT&T Fort Lauderdale, FL

Switching Equipment Technician

Worked for TCG installing, operating and maintaining a 5ESS switch as well as turning up customers to service. During this period two more 5ESSs and one DMS were added to my responsibilities. In 1998 AT&T acquired TCG , but the job remained the same. Promoted to Lead Switch Technician at this time.

2002-present AT&T Fort Lauderdale, FL

Switching Analysis Technician

Assigned to new group, TSPMG (Technical Support & Predictive Maintenance Group). One of the responsibilities is to monitor 5ESS switches to locate and correct any issues before they become service effecting problems. Another is to assist other departments when needed. The particular group Im with is responsible for twenty-seven switches.

Awards received

Outstanding Support & Service during 5ESS Switch Installation plaque

1st & 2nd Quarter 1996 TCG (South Florida)

National Operations Achievement Award 1997 TCG (National)

Employee of the Month June 2001 AT&T (South Florida)

Employee of the Year 2001 AT&T (South Florida)