

Cornell Neitzel

Summary of qualifications	<p>AT &T Local Service Switch Manager</p> <ul style="list-style-type: none">▪ An experienced Operations Manager for the software translation of digital switch technologies, providing the installation of communications equipment and networks for new first on-line computer applications and ensuring reliable continued service to New York State buildings of Bell Atlantic, and TCG / AT&T Local Service.▪ Ability to train new employees through on-the-job training and to interface with Fortune 500 Customers and Government Agencies by generating terms that achieve results.▪ Highly dedicated with proven ability to excel in highly complex projects and to communicate effectively with craftsmen and all levels of management. <p>SME for 5ESS in the TSPMG</p> <p>Switches & Services</p> <p>Ericson DMS-100 5ESS MacStar SMDR # Portability ISDN PRI BRI SS7 Transport AMA Software / Hardware Diagnostics Other Digital Services / Maintenance Troubleshooting</p>	<p>New York, NY</p>
Education	<p>New York Telephone (LUCENT NORTEL) Training</p> <p>Over 160 days on continuing education in:</p> <ul style="list-style-type: none">• Various Technical Systems (Computers, Software, Switches, Networks)• Management Training• Leadership	<p>New York, NY</p>
Professional Experience	<p>AT&T Local Service</p> <p><u>TCG now AT&T Local Service</u></p> <ul style="list-style-type: none">• Switch Projects Manager• Responsible for the maintenance and fault isolation for the AT&T No. 5ESS Switching System, and all new turn-ups for the AT&T No. 5ESS Switching System and Power Plants Maintenance. <p>NYNEX Corp. TCG AT&T Westchester, NY</p> <p><u>Business Customer Resource Center Manager</u></p> <ul style="list-style-type: none">▪ As Operations Manager, developed a rapport with customers and other departments by providing excellent service, skilled troubleshooting, advice, and coaching on the proper implementation of equipment and	<p>New York, NY</p> <p>11/95 – Present</p>

software translations and an understanding of their problems.

- Designed and developed 64 clear SS7 – ISDN services for a multitude of locations, which provided for the implementation of new computer systems, networks and applications for first-time installation.
- Provisioning of all Center Centrex Customers in Westchester County, and also in Albany.
- Supervisor for Digital international (SDI) Service Engineering. Implemented maintenance and testing for overseas new service, such as Image Scanner, Bulk Data Transfer, Video Teleconferencing Facsimile, and ISDN International (64 kb/s).

NYNEX Corp.

New York, NY

Operations Manager in the No. 5ESS and Technical Support Group

4/83 – 11/95

- Provided technical support and direction to field force on all matter relating to central office maintenance, operational problems, and procedures for the No. 5ESS and Digital Switching System.
- Advised and assisted other groups on resolving difficult field problems that required in depth technical analysis, often calling for critical decisions and ingenuity under stressful conditions.
- Led and coordinated network recovery and restoration during service disrupting failures.
- Experience in No. 5ESS 2000 Switch Operation and Maintenance, using (TLWS) trunk and line work station and (RCV) recent change verification terminals, interrupting ROP printouts, messages, and AIMS data files, responding to alarms, running diagnostic tests to identify and replace defective circuit packs.
- Experience in building translations, testing and turning up digital (ISDN), including Multi-frequency (MF), Signaling System 7 (ss7) and Primary Rate Interface (PRI).

NYNEX Corp.

White Plains, NY

Surveillance and Control Manager

02/78 – 4/83

- Responsible for surveillance and control of the following entities: 5ESS, PACKETSWITCH, and NCP Systems. Also, responsible for interrupts analysis of 5ESS Systems.

Objective

A position in the Hardware and Software Translation Design and Troubleshooting of Digital Switches and other digital services, which will utilize my technical expertise and management, experience.

Computer Skills

Hardware: 3B Processor, Compaq, IBM - PS2 VI, 3B600, 3B400, Editor
Software: XTALK, Form Tool, Lotus Notes, WordPerfect 5.1, DOS HEWLETT
PACKARD

Language: BASIC, Cognitronics Moscom, EDAS, and ACATEL.

REFERENCES AVAILABLE UPON REQUEST