

# Steve Ledbetter

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## Telecommunications

### Technical DMS 500 Skills ~~ Project Management ~~ Central Office Management

An aggressive, results-oriented individual, who consistently sets and meets demanding goals and objectives in all areas of personal and professional endeavors.

### TRAITS & KEY SKILLS

**DMS 500 Analyst/Technician**  
**Leadership**  
**T1 testing and trouble shooting**  
**DMS 500 Translations**  
**Budgets/Forecasts**  
**Computer Applications**

**Maintain switch performance 98%**  
**Goal Oriented**  
**T3 testing and trouble shooting**  
**Project management**  
**Research & Documentation**  
**Records Retention**

### SUMMARY OF QUALIFICATIONS

- ❑ Demonstrated effectiveness in dealing with all levels of management from the director to the board room. Identify, develop, and close major objectives.
- ❑ Effectively present a positive image of the company and its service to the customer.
- ❑ Review DMS 500 switch analysis to determine customer needs, traffic analysis, trunk testing, trunk trouble shooting, translations, and kept switch office performance levels at a 98% operation.
- ❑ Senior Switch Project Manager for AT&T Dallas Local Network Services (LNS), and any new phase of equipment installations located in Dallas Central Offices.
- ❑ Interface effectively with all levels of management, co-workers, and customers.

### PROFESSIONAL EXPERIENCE

AT&T Local Network Services – Dallas, Texas

12/98 – 10/04

#### **Analyst / Supervisor for DMS TSPMG National Team**

- Analyst I for San Diego, San Jose, Los Angeles, Dallas II, and San Francisco. Maintained switch performance levels to 98-100 %.
- Analyst II for Oakland 1 & 2, Portland, Stanford, Tacoma, Ojus and Seattle.
- National DMS Tracking Report for 57 DMS Switches.
- Senior Switch Project Mgr. and C.O. Mgr. for city of Dallas AT&T LNS before Analyst position.
- Supervise major projects for the DMS TSPMG team.
- Supervisor for DMS TSPMG team maintained all database management records, timesheet schedules and time approval.
- Prepared mid-year and annual reviews for the DMS TSPMG team.

Brooks Fiber / Worldcom – Los Colinas, Texas

08/97 – 12/98

#### **DMS Switch Manager**

- Test and Acceptance on the DMS 500 switch.
- Maintained SS7 Network on Tekelec STP.
- Test and turn-up of all CLEC and customer related orders.
- Prepared mid-year and annual reviews for switch team.

- Supervise major projects for Brooks Fiber / Worldcom switch team.
- Prepared invoicing and ordered switch office supplies.
- Organized and coordinated off-site/on-site customer meetings; ensured that meetings flowed smoothly.
- Performed other switch duties as assigned by Director.

Worldcom / LDDS. – Dallas, Texas

12/94 – 08/97

**Senior Switch Technician**

- Maintained DMS 250 and DMS STP switches.
- Maintained DSC DEX 600 and DEX STP switches, DEX CS1L cross-connect.
- Experience with misc. test equipment and DS3 muxes.
- Test and turn-up of all T1 – T3 CLEC and customer related orders.

USLD / Star Tel– Abilene, Texas

08/88 – 12/94

**Switch Manager**

- Maintained Dex 400 switch.
- Maintained Confertech Voicemail Platform.
- Engineered and Provisioned circuit orders with South Western Bell (SWB) CLEC.
- Dialer Technician serviced Texas, Oklahoma and New Mexico.
- Prepared mid-year and annual reviews for switch team.

**EDUCATION**

University of Phoenix ~ Dallas, Texas

**Degree: BSM in Management**

- BSM GPA 3.88

Texas State Technical College ~ Sweetwater, Texas

**Degree: AAS in Telecommunications**

- AAS GPA 3.95

**Northern Telecom Courses:**

- 0675WEN – MDC Translations
- 0303ZEN SPECTRUM PERIPHERAL MODULE – CONFIGURATION AND DATAFILL
- DMS SUPERNODE SWITCH PERFORMANCE MANAGEMENT
- CREATING DMS SUPERNODE TRANSLATIONS
- TROUBLESHOOTING DMS SUPERNODE TRANSLATIONS
- DMS-100 UNIVERSAL TRANSLATION TROUBLESHOOTING
- DMS SUPERNODE SYSTEM PRI TRANSLATIONS
- DMS SUPERNODE SOFTWARE AND DATA COLLECTION
- DMS ADVANCED MAINTENANCE CERTIFICATION
- DMS BASIC MAINTENANCE

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- DMS ACCESSNODE
  - DMS OC-48 TRANSPORT

**AT&T Project Management**

- PM 7000, PM 7100, PM 7200 courses completed.

**AT&T Managing Employee Relations**

- Course MD 7862.

**AT&T**

- Successful Supervisor Training ST-125.

**AT&T**

- Calea Test Training

**Tekelec STP**

- 125 Maintenance Certification

**Ciena Multiwave**

- 1600 System.

**Knowledge and proficiencies with Windows, Word, Excel, PowerPoint, CAD, Outlook.**

**AWARDS**

February 2000

**AT&T Employee of the Month.**

**ADDITIONAL INFORMATION**

High motivation coupled with a positive attitude has always allowed me to enjoy working closely with my fellow employees and contributing to the company. I would certainly enjoy a chance to speak with you in person about a position with your organization. Your consideration of my resume is most appreciated.