

Brian K. Batty

◆ 89 Peaslee Crossing Road ◆ Newton, NH 03858
◆ Phone 603.512.0534 ◆ Email north_ursalia@yahoo.com

◆ WORK HISTORY ◆

May 02 – Present: Technical And E-Commerce Specialist, Exeter Subaru/Subaruwxparts.com

Initially hired as a web designer for the company website, <http://www.subaruwxparts.com>, duties now run the gamut from in person/email/phone sales of products to maintaining the company Intranet, hardware, and T1/VoIP line. Retail sales from the website have increased some 30% since May 2000, with some \$1.4 million in sales last year. Brought Intranet through a changeover from 128k DSL to a 12 channel data/12 channel VoIP full T1 line. Present responsibilities include:

- ◆ Troubleshooting/upgrading a wide range of PC hardware/software/operating systems, mostly Windows OS (Win98, Win2k, Win2k server) on PC based systems.
- ◆ Troubleshooting/upgrading the company's T1, VoIP, Adtran CSU/DSU, router, proxy server, and switches. Reconfigures router/file server/network computers and access masks/permissions as needed.
- ◆ Troubleshooting/upgrading/updating the company's website on remotely hosted FreeBSD/Apache system, including SSL/E-commerce shopping cart system.
- ◆ Ensures security of corporate network, file server, network computers, and E-commerce server from viruses, worms, trojans, and any other unauthorized access, and investigates attempted access.
- ◆ Fully effective Personal Computer knowledge and skills.
- ◆ Uses product knowledge/expertise to effectively increase sales/profits.
- ◆ Handles logistics for the company website, ensuring products are available and instock with a minimum of backorders/wait time. Handles shipping/receiving of said products.
- ◆ Strong Customer Service skills, professional maturity, and a positive work ethic.
- ◆ Ability to work in a high-volume, fast paced environment.

June 00 – May 02: Commercial Systems Specialist/Routing Engineer, RCN Corporation

Provide high-level engineering support across all markets for all of RCN's High Speed Internet Connectivity Products (T1, Frame Relay, DSL and ISDN) as escalated by Commercial Customer Service.

Job Responsibilities include:

- ◆ Familiarity with a wide range of CPE and Gateway router configurations (Cisco, Netopia, Ascend, Flowpoint, Proteon/Open Route, and the ability to apply that knowledge towards understanding the routing needs of RCN's Commercial Customers
- ◆ Gather and analyze data for problem identification, employing existing procedures and tools creatively
- ◆ Work with the Network Monitoring Systems, Geographic Operations Centers, Circuit Vendors, and Customer Service to improve processes and tools.
- ◆ Acts as a liaison with other RCN Telco/Operations groups on larger gateway routing projects and backbone problems.
- ◆ Provide clear and easy to understand documentation to customers as needed, as well as keeping internal RCN docs up to date.
- ◆ Utilizes/Understands many Network Monitor Systems to closely watch the quality of provided services and proactively opens and works trouble tickets.

Required Skills and Abilities:

- ◆ Ability to Plan and Track multiple trouble tickets/projects.
- ◆ Hands on work experience with WAN/LAN internetworking. (VPN, Point to Point, Point to Multipoint, Ethernet)

- ◆ Thorough understanding of routing using TCP/IP protocols.
- ◆ Experience with firewalls, NAT (Network Address Translations), and DHCP configurations.
- ◆ TCP/IP Services knowledge. (SMTP, POP, FTP, WWW)
- ◆ Competent understanding of DNS schemes and registration.
- ◆ Background in Circuit provisioning and troubleshooting. (T1, Frame Relay, DSL, ISDN, POTS)
- ◆ Working Knowledge of Backbone Routing protocols. (e.g. BGP, OSPF, RIP)
- ◆ Configuration of Cisco, Netopia, Ascend, Fore Systems, OpenRoute/Proteon etc. Routers and various CSU/DSU devices
- ◆ Strong Customer Service skills.
- ◆ Professional maturity.
- ◆ Positive work ethic.
- ◆ Fully Effective Personal Computer knowledge and Skills.
- ◆ Ability to work in a high-volume fast paced environment.
- ◆ Technical Expertise: Demonstrates a depth of knowledge in the fundamentals of Internet packet routing.
- ◆ Initiative: Able to identify and respond to needs or operational gaps. Maintain focus and goals despite rapid changes in priorities or circumstances.
- ◆ Problem Solving: Demonstrates the ability to gather information, analyze it and develop workable and innovative solutions. Able to identify underlying causes of problems. Anticipates the consequences and possible problems that may result from a given course of action.
- ◆ Accuracy: Ensuring that one's own information is complete and accurate. Careful preparation and adherence to deadlines.

Sept 99 – Dec 00: Technical Services Specialist, Best Buy #419 Salem, NH

I provided front-line software and hardware support over the phone and in person, and provide in-depth technical support, troubleshooting, and advice where possible. I was responsible for installs of all types of hardware, including but not limited to I/O cards, floppy and hard drives, CDROM/CDRW drives, memory, and processors. Network card installs and network configurations (mostly for cable/DSL internet access) also occupied much of my time. Software installs/upgrades of Operating Systems such as NT, Win98, and Linux to Office Suites, utility programs, and virus removals were handled on a daily basis. I was also responsible for upkeep of the store's POS register system, store electronic displays, store satellite HDTV system, and the audio/visual dispersion system throughout the store. I received customer items inbound for work, and either effect the repairs myself or determine service center work is needed, and dispatched those units out for major repairs.

◆ EDUCATION ◆

College

Chemical Engineering major, University of New Hampshire at Durham

High School

Xaverian Brothers High School, 800 Clapboardtree Street, Westwood Massachusetts

◆ AWARDS RECEIVED ◆

National Honor Society, National Merit Scholar nominee, Eagle Scout Award (Boy Scouts of America), Level II Electronic Display Specialist Certification (Best Buy, one of only 8 certified persons in the store), Computer Service Technician of the Month for Dec 99, March 00, and May 00.