

Shelburne P. Ponsford
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Objective: To administer and maintain networks, workstations, and data storage.

Skills Summary:

CompTIA A+, Net+ MS Pro-certified CNA certified	Windows 2000 Pro/Server
Telecommunication systems (installation and maintenance)	Windows NT 4.0
Data and voice transmission	LAN/WAN
Supervisory abilities	Customer service support
Strong interpersonal skills	TCP/IP
Network design/Infrastructure	MS Word
Hardware/Software installation/troubleshooting	MS Excel
Active Directory	PC assembly/repair
Cisco routers	

Work History:

Systems Information Technology, Inc. (SIT), Santa Rosa, CA **2004 – present**
Owner – Consultant with Contracting License 264387

Telecommunications Design, Occidental, CA **2002**
Technical Customer Support

Received calls and Email regarding phone problems from various national accounts. Assisted department managers by troubleshooting their phone problems over the phone and determine if equipment needed to be replaced or a technician needed to be dispatched for repairs.

Advanced TelCom Group, Santa Rosa, CA **2001**
Operations Supervisor

Managed 3 inside and 6 outside operations technicians. Inside Operations consisted of maintaining a Lucent 5ESS switch and transport system that provided dial tone to customers. Outside Operations consists of installing and maintaining equipment that utilized the 24 channels of T1's for the customer's PBX and data service. Duties included working T1 installations and repair issues with Pac Bell, coordinating capacity issues with ATG Network Engineers, maintaining installation inventory, tracking and categorizing operations for time studies and evaluation reports, and initiating safety training under the OSHA guidelines.

Pacific Bell, Santa Rosa, CA **1992- 2000**
Supervisor-Special Services & Data Transport

Supervised digital work group (installation and maintenance crew for pair gain/fiber optic equipment) along with supervising a special services crew for Sonoma County. The digital work group was responsible for all provisioning and maintenance of fiber optic systems and fiber muxes. The special services crew was responsible for provisioning and maintenance of 911 installation projects and all design lines to customer premises (i.e. digital data, analog data, HICAP T1's & T3's, FEX, and DID lines). Duties included balancing the load and schedule for both crews; reporting and keeping accurate time records; scheduling training to stay abreast of new technology; maintaining inventory and tools; removing roadblocks between departments where we interfaced, while coordinating projects, orders, and escalations.

Education:

Specialized Training:

Empire College, Santa Rosa, CA

Specialized Associate Degree-IT-Microsoft
Concentration

Graduate 10/03; 4.0 GPA, President's
Honors

Valley College, Van Nuys, CA

Associates of Arts Degree - Sociology

Various Pacific Bell training courses:

911 Workstations and Network Installation

Data and Transport Systems

DeVry Technical Institute, Chicago, IL

Communications Electronics