

Robert McDowell

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Communications Technician

Highly accomplished telecommunications professional with demonstrated expertise installing, maintaining, upgrading and troubleshooting voice/data networks. Possesses sound knowledge of Cat 5 and Cat 6 computer networks, as well as VoIP systems and PBX systems. Dedicated team player committed to providing superior customer service.

Strengths

- * Residential/Commercial Telephone Service
- * Fiber Optic Deployments
- * House Cable Wiring and Terminating
- * Air Pressure Systems
- * Pay Station Installation and Repair
- * DSL, DS1, HDSL, T1 and UPS
- * Diagnostics and Troubleshooting
- * Major Departmental Moves/Reorganizations
- * Cable Fault Locating and Cable Pulling
- * Key System Service and Programming
- * Running Jumpers on Frame
- * Process Control and Improvement
- * Low voltage wiring and patch panels
- * OSHA Regulatory Compliance

“Bob always takes that ‘extra step’ to ensure his customer is very satisfied with his work..he will be missed.” – Joe Becerra, Communications Manager, County of Sonoma

Employment

2007 – 2014, **Communications Technician**, County of Sonoma Santa Rosa, CA
Contracted position with Nexus IS 2010 – 2014; Andrews Voice and Data, 2007 – 2010

- Provided, maintained and terminated telephone and data systems for the County of Sonoma, including serving as lead man for 2- and 3-man technician teams
 - Performed moves, adds, changes and repair of PBX service and data networks involving county departments of up to 100 employees
 - Coordinated cutovers and managed materials and changes
 - Installed, maintained and troubleshot routers, wiring, switches, PBX, UPS and data networks as needed
 - Toned, tested and tagged data jacks, telephone boards, networks and 66 blocks
- Developed proactive protocols to reduce need to add extra drops after changes
 - Installed extra drops before cutovers to accommodate additional peripherals, resulting in county saving extra man-hour costs
- Connected PBX systems to 66 blocks via jumper wires
- Troubleshot wiring to determine cause of malfunctioning/non-working computer systems, and advised Integrated Services Department (ISD) on service restoration
- Restored service to computer networks as needed per ISD directives

1977 – 2007, **Communications Technician**, Verizon Assorted California Locations
Worked for GTE Corp. which merged with Bell Atlantic Corp. in 2000 and later became Verizon Communications

- Maintained telephone lines as outdoor-based technician from 1977 – 2007
 - Provided emergency repair service to telephone lines during storms
 - Installed and repaired commercial/residential telephone service
 - Strung new wire and installed/maintained cable facilities
 - Trimmed trees
- Served as sole maintainer of Kenwood, CA communications network (1991-1998)
 - Dispatched to this role over workers with higher seniority in recognition of superior performance in past role
 - Played key role in obtaining city voice mail service as liaison between local government and GTE
 - Upgraded city's communication infrastructure to high standards, resulting in elimination of need for full-time communications maintenance man

Education and Security Clearances

Oak Glen High School, High School Diploma

Chester, WV

ISD Security Clearance, County of Sonoma

Sonoma County Sheriff's Department Security Clearance