

Eric Rademacher

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Summary

- Management Processes
- Managed Network Control Center 7x24x365
- Managed Change Control Team for ComEd
- Team Lead for MAC (Moves, Adds and Changes) for 15000 sites.
- Designed RFS (Request For Service) filtering process.
- Microsoft XP Professional, Windows Advanced Server 2000, XP Office Suite, Access, Excel.
- Data and voice networking skills (T1, T3, PBX, multiplexers, routers, Centrex, Key systems, and problem determination)
- Experience with various LAN technologies and VOIP (Voice over IP)
- DS3, DS1, and DS0 circuits (both digital and analog). 2 and 4 wire E&M circuits
- Excellent user and customer relations skills
- Building and communications equipment cabling (MDF, 66 and 110 blocks, RJ45 patch panels)

Professional Experience

IBM Global Services

Employed from 1997 until 2006

I held the following positions during my time at IBM

IBM Global Services Commercial Project Manager

2004-2006

- Managing network services projects for both internal and external customers.
- Managed installation of VPN, T-1 and DS-3 circuits in Japan, Germany, Denmark, India and U.S.A.
- Accounts included DOW Chemical, American Express and Dunn and Bradstreet.

IBM Global Services Allstate Account

Senior IT Specialist / Team lead MAC Team

2001 - 2004

- Team lead in charge of circuit moves adds and changes for Allstate Agent sites.
- Creation of process for tracking customer requested Site delete requests and equipment retrieval.
- Created routines in PCOM, MS Access and ASCII text to "Screen Scrape" data from main frame
- Provided database support account

IBM Global Services Allstate Account

Marketing Support Representative

1999 - 2001

- Interface with customer on billing and circuit support issues.
- Creation of process for tracking customer requested circuit delete requests
- Created routines in MS Access to handle billing of 15,000 circuits
- Provided database support for billing process
- Wrote script files to automatically retrieve network based information

IBM Global Services ComEd Account

IT Architect Specialist

1997 - 1998

- Refined Program Management Review Process. Simplified input methods and media to reduce time and effort.
- Creation of process for tracking customer project requests and providing quality assurance of projects during assessment phase. Additional revenue was realized directly as result of the RFS Process for the 1998 calendar year
- Software Deployments in the Design and Configuration Department
- Managed Change Control Team
- Designing software configurations to be deployed to 15,000 workstations.
- Wrote script files to automatically retrieve network based information

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Honeywell Corporation, Chicago IL

Senior Network Specialist (ComEd account)

1994 - 1997

- Software Deployments in the Design and Configuration Department
- Assigned to provide LAN support for five floors.
- Support seven Novell File servers
- Wrote batch files to automatically update network based applications on all workstations

Zurich American Insurance, Schaumburg, IL

LAN and PC Consultant

1993 - 1994

- Provided support for a two thousand node network
- Responsible for all LAN support for a major division.
- Generated Novell 3.11 File Servers
- Installed SCSI drives and memory upgrades in Novell 3.11 File Servers
- Configured and installed new PC's
- Installed Lotus and Microsoft Application software on servers and stand alone systems

Digital Network Development Corporation, Aurora, IL

Director of Operations

1992 - 1993

- Instructed on procedures for programming Harris 2020 digital PBX thus increasing overall capabilities of work force
- Supervised technicians and contractors. Coordinated installations and repair work
- LAN and telephony consultant
- Diagnosed and corrected long term problems at various customer sites
- Provided 90% of technical support on T1 circuits and channel banks

U.S. Cellular, Chicago, IL

Senior LAN Technician

1992

- Improved connectivity of LAN by designing and using a new cabling system. This reduced LAN down time by 95%
- Responsible for trouble-shooting T-1 circuit to Madison Office.
- Selected and purchased software and hardware for cost effective upgrading of systems
- Increased usability of LAN by reorganizing software layout
- Expanded LAN to accommodate 200 plus users. Coordinated installations and repair work. Also installed LANs in remote locations
- Restructured tape backup software to perform more efficient and expedient archiving

Telesphere, Oakbrook, IL

1987 - 1992

Supervisor Network Management Center

- Reduced network down time by 20% through effective management and planning.
- Diagnosed network problems and corrected or facilitated correction
- Installed and maintained 100 station call center.
- Installed T-1 and DS0 circuits with entrance media of enhanced copper and fiber. A total of over 6000 DS0 circuits.
- Diagnosed telephony circuit trouble remotely. including DS3, DS1, and DS0.
- Installed 2 and 4 wire E&M circuits, echo cancellers and patch panels.
- Installed and maintained IDNX 90 multiplexer with circuits to 17 locations in the United States.
- Instructed technicians on procedures for Harris 2020 Digital PBX
- Trained technicians and users on DOS and Novell practices which resulted in a trouble free Dos / Novell environment
- Performed system upgrades on Novell File Servers (to Version 2.15)
- Coordinated installations and repair work
- Instituted remote trouble shooting techniques which saved an average of \$5,000 per week in travel expenses

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EDUCATION

2007 Cisco Certified Voice Professional

2006 Cisco CCNA

2006 NET+ Certified on 11/17/2006

1993 Novell Classes: System Manager V3.11, Advanced System Manager V3.11, Networking Technologies, Service and Support, Dial in/Dial out, TCP/IP

1992 NEC ISDN Equipment School, Time Management Seminar, Palindrome Network Archivist School

1990 IDNX Net School,

1987 Harris 2020 School,

1986 Isoetec 96 class,

1985 IBM Cabling School

Harper Junior College

Extracurricular

Currently hold Extra Class Amateur Radio License K9KQB Former President of McHenry County Wireless Association

American Radio Relay League Affiliated Club Coordinator for State of Illinois

Member of McHenry County Amateur Radio Emergency Services