

Rob W. Durstewitz

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SUMMARY OF SKILL SETS

Network Engineer / Systems Administration with 15 years experience

- Fluent in computer hardware and core operating system concepts, issues and solutions
- Fluent in computer networking operating systems (NOS) as well as all applicable protocols
- Fluent in Network Application Systems (NAS) such as database, and other server-side applications.
- Support and administration of Nortel PBX systems (M1, Norstar)

Telecommunications technician for E911 systems with 7 years experience

- Fluent in Computer Telephony Integration (CTI)
- Working knowledge of Nortel PBX equipment (DMS, M1, BCM and Norstar)
- Fluent in collection and (database) storage of Call Detail Records (CDR) as well as

General Relevant Skills

- Advanced skills in hardware and software troubleshooting, as well as incident forensics
- Solid understanding of TCP/IP network communications.
- Highly developed verbal communications skills.
- Dedication to user support and customer confidence.

PROFESSIONAL EXPERIENCE

PlantCML Temecula, CA

9/2002– 6/2009

PlantCML is a manufacturer / solutions provider for 911 call center equipment and software.

Field Engineer,

Responsible for installation, troubleshooting, rapid response and system cutovers for a variety of PlantCML solutions for E911 call centers as well as military and private sector emergency call centers.

- Provided installation and live cut support for all versions of Vesta, MagIC, MapStar and Digital Logging Recorder (DLR) solutions for channel partners that include:
 - Verizon Business
 - Motorola
 - AT&T (SBC)
 - Qwest
 - InterACT
- Noteworthy projects include:
 - **New York City E911 project** supporting Verizon.
 - 2 years of direct participation
 - Solutions: Vesta DMS 3.0, Magic 5.0 Magic Enterprise 5.0 Magic Data Repository, Orion MapStar 5.0
 - **Commonwealth of Massachusetts (COMA)** supporting Verizon.
 - 2 years of direct participation
 - Solutions: Vesta Pallas 2.5, Vesta M1 2.3, 2.2, Orion MapStar, MagIC 4.0, NICE Digital Logging Recorder (DLR) and software.
 - **City of Houston, TX**
 - Solutions: Vesta M1 2.2.
 - **City of Long Beach, CA** supporting Verizon
 - Solutions: Vesta M1 2.2.
 - **City of Mesa, AZ**
 - Solutions: Vesta M1 2.2.
 - **Detroit Metro Airport**, Detroit, MI supporting Motorola
 - Solutions: Vesta M1 2.2.
 - **Boeing Aerospace**, St. Louis, IL supporting Motorola
 - Solutions: Vesta Pallas 2.5.
 - JITC system hardening for military application
 - Various military installations, including **Camp Pendleton, CA**

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EDAX Inc., Mahwah, NJ

1998 - 2001

Systems Administrator / Lead technician

EDAX is a provider of hardware and software for elemental measurement of electron microscope samples.

Systems administration and desktop / remote user support

- Designed, purchased and implemented corporate computer network.
- Designed, purchased and implemented 250+ set (Nortel) phone system.
- Designed, implemented and supported 4 site, cross-continental Wide Area Network (WAN) as well as Virtual Private Network (VPN).
- Responsible for network security, firewall and router support.
- Responsible for Windows NT server maintenance
- Responsible for Microsoft Exchange Mail Server
- Network and TN3270 support for HP UX business system
- Desktop and remote support including application support, printing and network access.

Philips Electronic Instruments, Mahwah, NJ

1997-1998

Philips Electronic Instruments was a conglomerate of equipment manufacturing companies for the micro-analysis industry as well as ERS call boxes (FDNY) and hearing aid technology.

Systems Administrator

Responsible for desktop support as well as Network Operating System support (Novell 3.11, Windows NT 4.0)

- Successfully implemented network, email, phone, and Web migration during spin-off of EDAX Inc.
- Network and TN3270 support for HP UX business system
- Desktop and remote support including application support, printing and network access.

Computel Communications Systems, Montville, NJ

1995-1997

Computel Communications Systems is an independent provider of telephony and computer networking solutions

Lead Technician – Network Solutions

Responsible for customer support for Local Area Networks (LAN) and small telephone systems (Norstar).

Digital Equipment Corporation (DEC), New York, NY

1993 - 1995

Digital Equipment was a leading manufacturer of mainframe equipment and software as well as 64 bit Alpha servers, VAX servers / Open VMS operating system, and corporate PC support for major corporations including, Coopers and Lybrand, Royal Bank of Scotland, Barclays Bank and other Wall Street financial companies.

Hardware Technician

Dispatched daily for troubleshooting, diagnosing and remediation of common desktop, printer and network issues.

PlantCML Certifications

*Nortel M1 Installation and Maintenance
Vesta M1 Installation and Maintenance
Vesta Pallas (Nortel BCM) Installation and Maintenance
Vesta Standard Installation and Maintenance
MagIC installation and Maintenance
Orion MapStar Installation and Maintenance*

Microsoft Certifications

Microsoft Exchange Server Design and Implementation

Novell Certifications

Novell Certified Network Engineer (CNE)