Anton Legore

anton.legore@gmail.com   City Place, Toronto, Ontario M5V 0J9   +1 (647) 575 5674

Summary

Highly motivated telecommunications engineer and service desk technician with over 8 years' of IT experience providing complex telecoms installs, repairs and desktop support. Experience in supporting large corporate organizations with cisco call servers, IP & analog voice gateways. Transformed skills from engineering school after only two years to adapt as a self employed computer technician in my spare time. Worked with break/fix methodology from small to large corporate firms applying the IMAC (Install, Move, Add and Change) service technique to allow limited disruption to businesses operations down time.

Key Achievements

- Successfully accredited with security clearance for government buildings and restricted access buildings.
- Successfully managed high-priority incidents 24/7 within SLA time frames for on-call duties.
- Opportunely targeted areas of improvement for DSL products and created a list of proactive enhancements to stabilize the DSL signal over copper networks and generate more revenue.
- Adapted seamlessly to several clients' ADSL and VDSL technologies areas include: Line support transition, knowledge transfer, signal-to-noise ratio programming and noise margin management.
- Lead Business / Home Internet technician and key contact on the engineering side for an high level Internet repeat reports faults not solved by previous technicians.
- Fulfilled Service Level Agreement (SLA) times to provide Care Level 3 repair support (no dial tone incidents, sync problems, and service requests) for business critical corporate and government telecoms system.
- Specifically assigned as a call out engineer for Visa Inc. by request from the HQ in London, Paddington.

Primary Technical Support Engineering Skills

- Effective analysis, troubleshooting and accurate problem solving of technical incidents of varying degree by responding to issues received by Customer service tracking tool, email, phone or end users.
- Participate in root cause analysis and resolution
- Provide clear diagnosis of time sensitive or high priority issues.
- Acted as escalation point and work with executive management to facilitate resolution and follow up.
- Provide prompt, clear and ongoing communication with end users to define clear diagnostics.
- Interact with vendor technical support to ensure effective resolution of 3rd party service.
- Post service messages & relay updates to internal business groups.
- Liaise with staff and respond to their technical priorities.
- Provide training on new installations as required.
- Ability to troubleshoot connectivity issues
- Knowledgeable with remote desktop \ remote access protocols
- Proactively maintained workload using mobile workforce system.
- Partner with management to recommend, innovate and administer ways services offered can be improved to enhance customer relations and satisfactions.
- Provide support and maintain documentation to frequent problems such as networks, hardware, and software applications used by end users.
- Working knowledge of Cisco technologies.
- Act as employee advocate between customers and end users.
- Manage issues in production environments, recommending, coordinating and managing necessary fixes, and upgrades.

Certifications

- Mac OS X Support Essentials v10.6 (November 2009)
- Certified Microsoft Technology Specialist: Windows 7, Configuring (April 2010)
- CWSS/ISDN30/CSE faulting techniques (May 2007)
- Balanced line telecommunication UG, OH (September 2007)
- Health and safety practice modules Accenture BT (January 2008)
- Accenture BT security clearance (August 2008)
- BT Openreach fully certified multi-skilled telecommunications engineer (April 2009)
- EXFO certified test and demonstrator **Gold user (July 2009)

Work Experience

Telecommunications Engineer, BT Openreach, London, England (April 2009 - September 2015)

- Developed time management process to keep task times within limited parameters.
- Configured a three-step template to increase revenue from TRC processes.
- Consistently in the top five for time related charges (TRC) for London.
- Generated £12k-£14k extra revenue over a three month cycle, (average per engineer £3k-£4K).
- Maintained an average completion ratio of 91% on analog faults and 97% on digital faults.
- Received multiple awards and recognition for constant high performance and revenue generation.
- Training new recruits in the field environment
- Nicked named by senior management as the TRC King and loaned out to other teams to improve revenue in under performing groups.

Customer Service Technician, BT Group PLC, London, England (May 2007 - April 2009)

- SFI2: balancing cables over long lengths for optimal ADSL performance.
- EFM (Ethernet First Mile) Enhanced SHDSL technology trained.
- Broadband boost: improving speeds through copper and fiber optics networks.
- Was moved into senior engineer group within 6 months of being hired.
- Working at heights, pole climbing and testing.
- Working within the underground network, gas testing, cable pulling and joint remakes.
- Home and business support Networking Concepts, IP addressing, Firewalls and security.

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Self-Employed Work Experience

Art Director/Audio Visual Technician, Blundellstudios, London, England (November 2009 - May 2015)

- Worked with clients closely to translate their needs into effective and memorable ads.
- Was given the responsibility for the art direction and design of studio set after the success of propercorn campaign.
- Innovated fresh marketing ideas on advertisement campaigns for corporate companies.
- Assisted editors on editing suites (Adobe Master Suite, Apple pro tools, etc.) with on the spot training.
- Signal flow expert and was appointed head of all cabling within the studio environment in my first month.
- Assisted with the set up of cameras, video monitors, lighting and audio equipment.
- Client advisor for what camera should be used to achieve the correct look with the calculated budget.
- Responsible for audio and visual equipment rentals to clients from the large selection of lighting, lenses and cameras.

Technical Skills

Engineering

- PSTN
- ADSL
- FTTx
- POTS
- TCP/IP
- LAN
- PON
- OSP engineer
- DWDM

OS / Office

- Apple OSX
- SQL (SQL : 2003)
- Linux/Unix
- Microsoft Windows
- Microsoft Office
- Windows Server

Education

Barnet College, London, England (September 2002 – July 2004)

- Conjoint Performing Arts / KS Information Technology 1, 2 and 3
  (Back Office products, including Windows Server and SQL: 2003).
- Full Diploma graduated with Distinctions and Merits.

Volunteer Experience

Moves Academy

- Dance teacher for school children aged 9-15yrs
- Founded by myself and other members of 'Britain's Got Talent' dance group finalist 'Flawless'
- 2 years of participation (2006 - 2008)