Eric Jones, Full-Stack Software Developer

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LINKS

Github, LinkedIn

PROFILE

A highly skilled and dedicated IT professional with over 25 years of experience in telecommunications and network engineering. Demonstrated expertise in designing, implementing, and maintaining complex network infrastructures. Currently expanding skillset through a full-stack software development course, with completion expected in November. Adept at collaborating with cross-functional teams, managing projects, and delivering exceptional results. Committed to staying current with industry trends and leveraging technical knowledge to drive innovation and improve end-user experiences.

EMPLOYMENT HISTORY

Jan 2011 — Dec 2019   **NOC Tier 2 Engineer, euNetworks**   Frankfurt am Main

- Operational support within various WAN, VLAN, and MPLS infrastructures in a Telecoms/ISP environment (CWDM & DWDM networks).

- Configuration and troubleshooting of layer 2 issues via command line.

- Monitoring of the layer 1 and layer 2 network via network operation control center tools.

- Reacting to network alarms and alerts in order to provide proactive notification of issues to customers.

- Escalate issues in a timely and effective manner to management and to the technical authority.

- Proactively identify opportunities for improvement or areas of risk within the working environment.

- Managing access to the network to ensure all work is controlled and understood.

- Provide Tier 2 technical support to customers and internal departments.

EDUCATION

Feb 2005 — Oct 2011   **MASTER OF INFORMATION SYSTEMS / MIS-003, University of Phoenix**   Phoenix, Arizona

IT infrastructure, systems analysis and development, enterprise models, project management, IT architecture, data analysis and business analytics.

Apr 2005 — Feb 2010   **BACHELORS OF SCIENCE INFORMATION TECHNOLOGY/INFORMATION SYSTEMS SECURITY | BSIT-ISS-006, University of Phoenix**

Nov 2022 — Nov 2023   **Full-Stack Software Developer, Code Institute**   Online

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SKILLS

Skill	Level	Skill	Level
Fast Learner	Expert	**Python**	Skillful
Computer Skills	Expert	**Django**	Skillful
Effective Time Management	Expert	**PostgreSQL**	Skillful
Communication Skills	Expert	**jQuery**	Beginner
Critical thinking and problem solving	Expert	**APIs**	Beginner
HTML5	Experienced	**Jest**	Beginner
CSS3	Experienced	**Flask**	Beginner
Javascript	Skillful	**Network Admin**	Experienced