

# Daniel Koch

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## Objective

I am looking for a challenging position in Telecommunications with a quality organization which offers room for growth and advancement. I have over 20 years of experience dealing with all aspects of Telecommunications and I am also proficient in most MS applications and products.

Oct 2007-Present

Diligently looking for employment.

## Work experience

Oct 1997-Oct 2007      AAA Colorado      Denver, Co  
Telecommunications Engineer

- I was employed at AAA Colorado as a Telecommunications Engineer overseeing and managing their entire Voice and Data network for the state of Colorado. Their Voice network consists of an Avaya S8710 PBX with G650 Gateways, an Avaya LXAUDIX Voicemail system, an Avaya Ver 11 CMS, a Dictaphone Freedom recording system, and a NICE Analyzer system. The branch offices are connected to the S8710 via G350 Gateways utilizing either local dial tone or VOIP over ATM or Frame-Relay. The Data network is a WAN running Cisco routers and switches over a DS3 ATM and Frame-Relay network architecture.

## Responsibilities

- Daily problem solving and troubleshooting of all Voice and Data network equipment including MAC's.
- Daily administration and maintenance of all PBX related equipment.
- Work with all of the various outside vendors on problems and their timely resolutions, contract negotiations, ordering of circuits, etc.
- Maintenance of all branch office location Voice and Data wiring.
- Overseeing and approving all Voice and Data invoices.
- Involved with ongoing disaster recovery procedures.
- Developing written procedures and documentation for PBX and related equipment.
- Training of other IT staff as required.
- Backup of Network Analyst as required.

- Accomplishments
- Redesigned the Voice and Data network several times resulting in a savings of over \$500K so far.
  - Renegotiated numerous Voice and Data contracts resulting in thousands of dollars in savings on circuits, phone lines, and Long Distance charges over the life of these contracts.
  - Upgraded the PBX several times starting with a Lucent/Avaya 1.1 all the way up to their current Avaya S8710.
  - Designed and implemented their current Call Center, Recording, and Call Accounting systems. This included writing all of the vectors for the PBX.
  - Setup monthly archiving procedures for CMS and Dictaphone.
  - Project managed the Voice and Data wiring of all current Colorado branch locations and several new ones using the new standards that I developed.
  - Project managed the Voice and Data wiring of the main Denver HQ before and after its remodeling including the building of new wire closets as needed.
  - Setup the Voice and Data for numerous temporary locations as needed.
  - Developed and designed AAA Colorado's current 4-digit dial system for all Colorado branch locations saving thousands of dollars in Long Distance charges.
  - Developed and implemented procedures for remote call forwarding.
  - Designed and setup remote access for AAA Colorado's towing contractors.
  - Created numerous billing reports for management for better call tracking.
  - Developed new Voice and Data wiring standards for AAA Colorado.

Work experience      Aug 1997-Oct 1997      AFCA      Lakewood, Co  
Telecommunications Specialist

- I was hired to oversee and manage the setup and installation of a new Lucent G3SI V5 PBX and an Intuity Audix voice mail system and all of their related components.

- Responsibilities
- Daily problem solving and troubleshooting of all telephone related equipment.
  - Daily maintenance of Voice and Data cabling.
  - Daily MAC's of phones and voice mail.
  - Daily maintenance of PBX including changes to trunks,vectors.ACD's, etc.
  - Training of personnel on PBX and Audix voice mail.
  - Ordering of new telephone lines and T1's as needed.

- Accomplishments
- Wrote up all of the Vectors for a 75-person call center environment.
  - Reduced the workload of the receptionists by 75% by eliminating them from the ACD loop and setting them up with their own telephone number.
  - Setup training program for new Lucent PBX and Intuity Audix voice mail system.
  - Worked with Lucent and Davox personnel on conversion to new digital setup for recording of new PBX.
  - Setup and installed BCMS VU software on the network for the call center supervisors.
  - Setup and installed Voice Messaging on users PC's.
  - Setup a schedule for backing up the Lucent PBX and Intuity Audix voice mail.
  - Setup several auto-attendants on the Intuity Audix voice mail system.

- Work experience
- Jan 1990- July 1997      The Toro Company      Bloomington, Mn  
Telecommunications Specialist
- Contributes to the company's competitive position by providing timely and accurate installation and repair of the Voice and Data Network components and subcomponents. Provides excellent customer support and service to both internal and external customers.

- Responsibilities
- Daily problem solving and troubleshooting of phones and computer related equipment
  - Daily maintenance of voice and data cabling.
  - Daily moves, changes, and additions of phones, computers, and network equipment
  - Daily updating of our Info management system to report and document problems and changes.
  - Setup, installation and maintenance of analog and digital phones, fax machines and modems, computers, printers, x-terms, mainframe terminals, and Token-Ring and Ethernet network devices.
  - Running of voice and data cabling as needed at Lyndale.
  - Work with offsite plants involving their voice and data cabling and equipment. Assist them when needed.
  - Work with our various outside vendors on problems and problem resolution; contract negotiations, ordering of supplies, etc.
  - Operate test equipment for troubleshooting purposes
  - Writing up clear and concise documentation.
  - Instruct users on basic operation of phones, hardware, and Toro Networks.
  - Backup of network analyst as needed.

- Accomplishments
- Rewired the mainframe controllers to eliminate the coax wiring for better efficiency at our Lyndale, Mound, Shakopee, and Lakeville plants.
  - Helped build several new wire closets at Lyndale.
  - Redid the wiring standards at our Lakeville, Mound, and Shakopee plants.
  - Rewiring of the I.S. department. This included the running, termination, and testing of House cable, Cat3 voice and Cat5 data cabling.
  - Rewiring of the Tomah plant. This included the design and installation of several new wire closets, running, termination and testing of House cable, Cat3 voice and Cat5 data cabling.
  - Network installations of the Plymouth, Baraboo, and Hahn plants. This included the design and installation of new wire closets, the running, termination, and testing of network cabling, and the setup and installation of computers and network equipment.
  - New AT&T G3I phone switch install. Worked on team with AT&T personnel to switch over all of the phones at our Lyndale and Lakeville plants.
  - System 75, 85, G3r and G3I System administration certification.
  - The Toro Company QES and EIS certificates.
  - PC repair and A+ certification training, Data communication and Network training, MS-Windows, Win95, and MS-Office training certificates.
  - Was on the team that was nominated and received an EAGLE award for the building of a new wire closet at Lyndale.

Work experience      Nov 1986-Jan 1990      The Toro Company      Bloomington, Mn  
 Senior Computer Operator

- In charge of operation of IBM and Wang mainframe computers and printers.

- Responsibilities
- Nightly batch processing, printing, and distribution of reports.
  - Nightly backup of the Payroll system.
  - Solving problems related to nightly processing.
  - Writing clear and concise shift reports and problem information reports.
  - Training of new operators as required.

- Accomplishments
- Found a better and more efficient way to process the weekend schedule resulting in savings of 6-8 hours processing time.
  - Was nominated for an EAGLE award for work done during the July 87 flood.
  - Worked on team that implemented the new automated scheduling package OPCA.
  - Discovered some problems with OPCA and was instrumental in solving them resulting in a better-run production of the nightly processing.
  - Took classes in operating systems and JCL.
  - Promoted to Shift Supervisor in Nov 1989.

Work experience      May 1985- Nov 1986      I. C. Systems      St. Paul, Mn  
 Shift Supervisor

- In charge of a Multi IBM mainframe environment supervising numerous persons.

Responsibilities	<ul style="list-style-type: none"> <li>• Nightly batch processing on IBM 3033 running VM/VSE and IBM 4381 running MVS/XA, JES2, and TSO. Software included CICS, VTAM, DYNAMT/D, CA-products, IDMS database, CMS, DOCS, DL/I and POWER.</li> <li>• Printing reports, processing and printing of direct mail forms.</li> <li>• Training of personnel as required.</li> <li>• Writing up of performance reviews for subordinates.</li> </ul>		
Work experience	March 1984- Jan 1985 Shift Supervisor	Citicorp Information Resources	St. Louis, MO
	<ul style="list-style-type: none"> <li>▪ In charge of a Multi IBM mainframe environment supervising 3 computer operators.</li> </ul>		
Responsibilities	<ul style="list-style-type: none"> <li>• Daily and nightly batch processing.</li> <li>• Timely problem resolutions.</li> <li>• Monitored and maintained on-line systems.</li> <li>• Provided technical information and job flow charts to management.</li> <li>• Verified system balance reports.</li> <li>• Training of new personnel as required.</li> <li>• Writing up of performance reviews for subordinates.</li> </ul>		
Work experience	Nov 1981- March 1984 Senior Computer Operator	Citicorp Information Resources	St. Louis, MO
Responsibilities	<ul style="list-style-type: none"> <li>• Daily batch processing in a multi IBM and CDC mainframe environment running DOS/VSE-VM. Experienced with VSAM and ISAM files, MEMOREX 1270 controllers, utility programs, DYNAMT/D, CICS, POWER, ATM, and MIDAS.</li> <li>• Training of new personnel as required.</li> <li>• Supervised other operators during absence of shift supervisor.</li> <li>• Promoted to Shift Supervisor.</li> </ul>		
Work experience	Sept 1979- Oct 1981 Computer Operator	Citicorp Information Resources	St. Louis, MO

- Responsibilities
- Daily and nightly batch processing in a multi IBM and CDC mainframe environment.
  - Printing and distribution of reports.
  - Promoted to SR. Computer Operator.

Work experience      April 1979- Sept 1979      Famous Barr Company      St. Louis, MO  
Computer Operator

- Responsibilities
- Daily and nightly batch processing on an IBM 370/145 running DOS/VS.
  - Running a burster and a collating machine.
  - Printing and distribution of reports.

Education      May 1979      Control Data Institute      St. Louis, MO  
Graduate

- Programming Languages FORTRAN, COBOL, ALC, and RPGII

Interests and activities      I have many different interests and activities, some of which include reading, crossword puzzles, hiking, power walking, and traveling across the USA.

References

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QTS Communications  
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Jo Ellen Farris  
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