

1390 BROADWAY STE B-148 PLACERVILLE CA. 95667
PHONE 530 644 4460 E-MAIL GLENN.HANSEN@COMCAST.NET

GLENN HANSEN

OBJECTIVE

Telecommunications Technician

WORK EXPERIENCE

2006-Present [unemployed we had to move wife's parents from Switzerland to Placerville, due to failing mental and health issues, including us.]

1999 - 2006 TiVo Inc. Milpitas, Ca.

Telecommunication equipment administrator, Desktop/Helpdesk Support.

- Planning, installation, upgrade and maintain of Avaya PBX, Voice Mail, ACD call center systems.
- New phone user setup, training, and troubleshooting of staff of 400.
- Assisted Telecom manager with planning, installing, and various types of circuits.
- Install, troubleshoot, hardware, software for 400 Desktop, Laptop users including virus protection, security policies, VPN,
- Setup computers, printers, network connections, scanners, etc. for new users. Disassembled, moved user's stations and reassembled and ensured all required programs works and were updated as needed.
- Familiar with most Microsoft Desktop/laptop operating systems.

1994 - 1999 Stars & Stripes Telecom San Jose, Ca

Lead Tech, Scheduler, Technical Support

- Received, scheduled, created Service orders, and successfully resolved numerous service calls.
- Reviewed Service and new installation requests to ensure equipment and needed data was accurate for implementation of customer design.
- Provided Telephone support and remote access service for customers.
- Assisted account managers in design and pre-field visits.
- Trained customers on use of telecom equipment, including advanced applications.
- Trained Service manager and schedulers on procedures of the service department.
- Chosen to be franchise Service Department trainer and technical

support for Stars & Stripes Telecom Franchise.

- Trouble shoot, maintenance and upgrades for customer base of 500.
- Responsible for tier two customer and tech support, trained new techs.

1993 1994 *American Protection Services [A.P.S.] San Jose, Ca.*

Security Officer Shift supervisor.

- Created schedules, breaks for Security crew of 12, ensured that all reports were completed and submitted correctly. Handle all issues Security officers were unsure of or required manager intervention. Worked with local law enforcement officers when required.

1992 - 1993 Vanguard Security Services San Jose, Ca.

Security Officer, Mail room Clerk

- Provided Campus security for L.S.I. Logic, Was asked to participate in trial program for Vanguard. Worked in the Mail room as mail clerk

1991 - 1992 Various Jobs while attending college.

SECURITY CLEARANCE

Held a Top Secret Clearance in the U.S. Navy

EDUCATION

1990 - 1991 De Anza Community College Cupertino, Ca.

Core courses, Basic computer classes

AWARDS RECEIVED

U.S. Navy - Top Performance reviews resulting in Sailor of the Quarter Multiple times, Awarded the Navy Achievement medal, Good Conduct award, Honorably Discharged. Vietnam Vet.

TRAINING

Certificates Received

Samsung systems (including VM), Iwatsu (ADIX system, ACD, Omega-voice), Callware (VM system, Network Telecom Engineer) Comdial (FXT Comm. sys, FXS Comm. sys) Avaya (Definity ECS, ACD, ARS admin, Call-Vectoring, Modular Messaging, Visual Voicemail), Octel (Voice Mail Systems), Lucent (Partner, Partner Mail, Legend, BCS Definity,