

**BERNINA PERKINS**

Aurora, IL. 60504

Home Phone: [REDACTED]

**Objective**

**Changing careers; in pursuit of Environmental Sustainability career.**

**Education**

University of Illinois - Urbana-Champaign

Certificate in Environmental Sustainability GPA – 3.72

Completed Classes:

Social Impacts Weather & Climate, Sustainable organizations, Renewable & Alternative Energy, Earth Systems, and Air Pollution and Climate Change

**Harper Tech College – Prospect Heights, IL.**

IT refresher classes - CWNA - Certified Wireless Network Administrator

Cisco CCNA Cisco Router Training – Completed February 2002

Cisco CCNP Cisco Router Training, Building Scalable Cisco Networks – Completed March 2002

**Northern Illinois University – Naperville, IL.**

General MBA education classes – 2005

**DeVry Institute of Technology - Addison, IL.**

Bachelor of Science in Telecommunications Management - Graduated October 1999.

**University of Maryland (Europe)**

General education classes in pursuit of a degree in Computer Science and Telecommunications.

**Packaged Concrete, Inc./The Quikrete Companies**

Inside Sales & Office Administration

Mar. 2004 – Present

Manage multiple customer accounts, order entry, product knowledge and vendor order processing for the C-Cure Division. Billing and invoicing for the Quikrete and C-Cure divisions. Accounts Payable-entering and paying all vendor invoices and company bills.

**Pride Mobility Products Inc.**

Ship Confirmation – Distribution Center

Aug. 2003 – Feb. 2004

Processed all shipped merchandise. Customer service, process special orders, verify all open mobility orders, and reconciled all closed orders as shipped and billed.

**JC Penney Inc.**

Fine Jewelry Sales Associate

Oct. 2002 – Aug. 2003

Sold fine jewelry, watches and services utilizing knowledge of products sold. Answered questions about quality and use of merchandise.

**SBC Ameritech**

Data Maintenance Manager - ADSL Network Management Center

July 2000 – Dec. 2001

Provided tier 3 support, maintenance and troubleshooting for Ameritech Advanced Data Services. Troubleshoot and managed ADSL circuits, ATM infrastructure, Redback gateway access concentrators, Alcatel DSLAM configuration, and CPE trouble diagnosis. Created permanent virtual circuit profiles within Redback routers via telnet. Created PVC cross connections between Digital Subscriber Line Access Multiplexer (DSLAM) and Redback via Alcatel Workstation platform. Worked with central office and field technicians to isolated chronic and escalated issues in the central offices and on the network. Arranged dispatches between the local telco technicians and the 3<sup>rd</sup> party technicians to resolve continuity issues between the end user premises over local loop to the central office. Tracked trouble tickets escalated from tiers 1 and 2. Kept customers informed of progress of work on their issues. Provided coaching to new DMM's on process and troubleshooting on an ongoing basis.

**IBM Global Services/AT&T Global Network Services**

Backbone Management Center Technician

March 1998 – June 2000

Provide second level network infrastructure support and management to the Custom Network business clients. Provide problem determination and network troubleshooting for layers 2 and 3 technologies for various different companies. Services to support include Router/IP, physical and logical trouble-shooting of WAN circuitry problems for SNA, VTAM, token ring and Router protocols, IDNX, all types of communication hardware, and Telco circuits. Manage IBM host systems. Customer interface, and vendor management over the phone.

**Advantis/IBM Global Services**

Integrion Financial Services - Help Desk Technician

Feb. 1997 – March 1998

Level 2-support group, managed problem tickets for end users of financial institutions, & support levels 1 and 3. Coordinated effort in providing problem relief and resolution to Integrion members and customers. Prioritized problems, notified appropriate personnel of chronic situations, performed daily maintenance on the Integrion infrastructure. Monitored the backbone web computer systems for all financial institutions, and security of the network services provided by Integrion. Monitored Cylink encryptors, routers, RS/6000. Working knowledge of host based applications: VM, MVS, TSO, InfoConfig, CSS and Notify. Backup Windows NT Administrator.

**INTUIT Computer Services/CheckFree Corp.**

On-Line Services Customer Service

Nov. 95 - Jan. 97

Answered general questions regarding on-line services, software, payments and made account changes via telephone and e-mail. Assisted customers and bank representatives with setup and maintenance of on-line accounts using various different financial software packages. Investigated payment issues, troubleshot software and modem problems. Assisted managers with difficult customer calls, and trained customer service representatives.

**United States Armed Forces (ARMY)**

Tactical Telecommunications Center Operator Specialist

Feb. 88 - Nov. 95

Supervised, installed, operated, monitored, and performed unit maintenance on manual and automated telecommunications equipment and automated message switching equipment. Linked mainframe, mini-computers and microcomputers to networks, various protocols and topologies, including LAN's and WAN's. Processed and delivered messages; performed related clerical and administrative functions within telecommunications center; and prepared messages in proper format. Operated on-line and off-line cryptographic and computerized equipment. Gained extensive knowledge of complex messaging and computer systems and Communications Support Processors. Responsible for Top Secret and classified equipment and messages. Managed a mobile communications center at company level. Supervised several soldiers, which involved monthly counseling on work and skill performance, training, scheduling duty and work schedules.

**Skills:**

**Networking & Protocols**

ADSL Netview 6000  
CSU/DSU PPP  
DS1 PPPoE  
DS3 Telnet  
Ethernet Token Ring  
IDNX

**Hardware**

Alcatel DSLAM  
Cisco Routers  
Cylink Encryptors  
IBM Mainframe  
MAXI (Modular Architecture  
For Exchange of Intelligence)  
Redback Routers  
IBM 3745 Comm. Controller

**Software**

Windows 7 Enterprise  
Microsoft Office 2003  
Microsoft Office 2010

Excellent problem solving ability. Team building and presentation skills, self motivated.  
Certified in CPR and basic first aid – March 2013

**Achievements**

Honor graduate in combat telecommunications school.

**Awards**

Southwest Asia Service Medal Bronze Service Star-3 // Kuwait Liberation Medal // Army Commendation Medal // Army Achievement Medal // Good Conduct Medal 2<sup>nd</sup> Award // National Defense Service Medal // NCO Professional Development Ribbon // Army Service Ribbon // Overseas Service Ribbon w/#2 // Sharpshooter Marksmanship Badge, M-16 // Driver and Mechanic Badge, Driver w/bar