



ROXANNE L. WILLIAMS

378 Coventry Lane Crete, Illinois 60417

708-238-1416

Techroc71@gmail.com

OBJECTIVE

Accomplished professional with over 25+ years of distinguished performance in the Telecommunication Industry. Established practices to encourage workflow improvements to coworkers to enhance productivity. Excels at installing, analyzing and solving problems with various telephony systems. Highly organized, able to manage multiple tasks with proven ability to meet deadlines. Reduced customer service complaints. Seeking to join a company that can utilize my experience.

EXPERIENCE

Seasonal Code Enforcement Inspector

Village of Park Forest

April 2024-Present

Responsible for the inspection and enforcement of Village code, ordinances, and regulations as they pertain to property maintenance.

Meet with homeowners, tenants to review and explain code requirements and violations or potential violations; secures code compliance.

Conducts field investigation of potential violations; gathering evidence; questions or interrogates complainants, witnesses, and suspects; compare facts to code requirements; make findings; and issues warnings, correction notices, or citations.

Maintains records of inspection activity and completes related reports.

At&t

Telecommunications Specialist

September 1994 to January 2023

- Thoroughly inspected, tested, and maintained the central office equipment including installation fiber and coax cables.
- Reviewed customer's requests for service repairs and billing to determine the materials, tools, schedules, and workforce to complete tasks.
- Documented detailed technical reports for all maintenance work done in a timely manner.
- Accurately diagnosed hardware/software malfunctions to identify potential causes and provide appropriate solutions within expected timelines.
- Configured networking devices such as routers, switches, and modems to improve system performance the office environment, enhancing data speeds.
- Self-driven dedicated engineering assistant skilled at developing detailed blueprints and technical drawings, analyzing construction documents and contracts.
- Lead Administrator managing teams that was responsible for maintaining out of service commitments distributed to field technicians by coordinating with Area Managements throughout the Illinois areas.
- Maintenance, troubleshooting of T1, OC3, OC12, circuits at DSX3 and wiring, installation of light guide fiber optic circuits at LGX locations.
- Familiar with optical test sets for measurement of light levels between locations and attenuation of fiber light levels to fit within specified parameters.
- Working knowledge with provisioning and testing of Ethernet, Copper, Fiber, SONET /DWDM equipment and services.
- Responsible for DSO, DS1, DS3, Optical circuits at multiple Central Offices.
- Test and Turn up Cisco equipment.
- Equipment Skills: Cisco, Juniper, Nortel, Adtran, Alcatel, Lucent 5ess, EWSD, Siemens, Lifespan, Fujitsu, Ciena, JDSU TBERD, Teltrend, Flashwave, etc.
- Monthly maintenance routines and monitoring of the power back up generators.

EDUCATION

DeVry University Chicago, Illinois 1991

Associate Degree in Applied Science in Electronics

Certified Illinois Class A, B, and C UST Operator