

MAHTA ALLSOP

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EDUCATION

Wichita State University
Bachelor's of Science in Computer Science, minor in Mathematics, Magna Cum Laude.
December 1993

SKILLS

OS: Windows 95/98/NT, Unix/Linux, and Solaris
Programming Languages: Familiar with C and Pascal
Software: Excel, Word, PowerPoint, Outlook, ACT, BOSS (REMEDY), OSS2000 (SIEBEL), Visio, FrontPage, Dreamweaver, Fireworks, PhotoShop, Naviscore, HP Openview, Centest and Netanalyst.
Tools: Harris and Turnstone copper loop testers
Familiar with basic Networking concepts and protocols, including TCP/IP

EMPLOYMENT EXPERIENCE

AT&T contractor (February 2002 to Oct 2003)

Technical assistance installation center, Duties included testing T1 lines, migrating T1 customers from conventional T1 to HDSL2 circuits, writing job aides and documentation for the new project.

AT&T (July 2001 to December 2001)

Staff Supervisor in Local Network Services. Assisted with configuring Cisco equipment. Installation of various applications on Solaris platform, including RADIUS and Network Management Software for DSLAMs. Configured Netcool for monitoring national network. Tested various software packages and other administrative duties.

Northpoint Communications, Inc. (October 1999 to July 2001)

Team Lead/Tier 2 support at Installation Technical Assistance Center. Duties included DSL router configuration, building individual PVCs in the CBX500 Ascend switches and CE200 Copper Mountain and Cisco 6160 DSLAMs when automation had failed. As Tier 2, I assisted my team members with their difficult cases. Troubleshooting the physical layer with the help of inside wiring techs. Identifying problem cases and referring to the appropriate group for resolution. I helped train new employees and assist with various projects as requested (i.e. constructing our department's intranet site for manuals and technical information.)

McCall Staffing, Inc. (June 1999 to October 1999)

Assigned to Northpoint Communications as a Logical Provisioning Tester. Duties included testing copper loop with ILEC techs. Opening CLEC and ILEC trouble tickets, resolving trouble tickets and updating other departments of service orders assigned to me. Answering incoming phone calls from ILECs, Internet Service Providers, inside wiring technicians and end users.

Sonic.net, Inc. (August 1996 to January 1999)

Customer service and accounts receivable. Creating and deleting customer accounts and modifying services within those accounts. Assisting customers with billing problems, owning the issue through final resolution with the majority of cases. Specifying new design parameters for custom accounting/billing software. Training new employees in sales and front desk procedures. Additional responsibilities included all bank deposits, scanning and posting customer payments and replying to customer billing email requests.

Sales representative and technical support. Providing sales information on different types of accounts (DSL, ISDN, personal, business, domain hosting) to prospective clients both in person and via telephone. Assisting in the design and implementation of marketing strategies that resulted in a growth of greater than 150% annually. Answering customer technical service telephone and email inquiries dealing primarily with Internet access, email, file transfer protocol and web browser configuration.

New World Marketing (July 1994 to August 1996)

Graphics designer and website consultant for independent web design company. Assisting in the design, layout, implementation and upkeep of websites for small companies interested in having Internet visibility.

Sears Telecatalog Center (July 1989 to August 1991)

Customer service representative. Over the period of five months moving from order entry representative to customer support specialist dealing with a variety of customer service issues including back orders, delivery times, returns and complaints.