

RONALD G. STANKER

4450 Rosewood Dr.
Pleasanton CA

JOB EXPERIENCE

- 1999-Present DATA SERVICES PROVISIONING MANAGER: Pleasanton, CA
Support a team of 4 supervisors and 38 occupational employees.
Responsible for SME team, LEC management, Escalations, Expedites,
Administration and QA&A
- 1997-1999 DATA SERVICES PROVISIONING MANAGER: Pleasanton, CA
Support a team of 9 supervisors with approximately 125 occupational
employees. Responsible for the provisioning of ATM, Frame Relay, T1.5 and
DS0 services
- 1996-1997 DELIVERY MANAGER DATA PROVISIONING SERVICES : Pleasanton, CA .
One of a team of 3 Managers. Responsible for the coordination and
Development of instructors across multiple Data Provisioning Centers within
AT&T . Strong Team Ethics, MS Excell, MS Word, MS Access, MS Powerpoint
- 1995-1996 PERFORMANCE IMPROVEMENT COACH : Pleasanton, CA
Responsible for all technicians in the Provisioning Frame Relay Center. Taught
and Developed all Telephony courses as well as Data Networking, Frame Relay,
ATM. Taught and worked with outside customers on Frame Relay Basics.
Team Leader for Frame Relay Development and Delivery
- 1989-95 PERFORMANCE IMPROVEMENT COACH: Walnut Creek, CA
Responsible for the Skills Acquisition of all technicians in the ACSC. Taught
all courses specific to the Accunet T1.5 Center. Provided "hands on"
environment in training including use of terminals, systems, actual CO and CPE
equipment. Provided a test bed of live (not simulated) training circuits to
troubleshoot actual case troubles pulled from maintenance files. Practiced open
door, open lab policy, worked with technicians on a one-on-one basis.
Implemented, semi-annually, a skills assessment of the entire center to help
identify the areas where individuals needed training.
Developed course material to meet the needs of the center, and in some cases
that of our customers. i.e. Walmart, Motorola. Identified possible design
problems with network and customer equipment and worked with those vendors
to fix the problems, i.e. Paradyne, Kentrox, Astrocom, Premsys, etc.
- 1986-1989 INSTRUCTOR
Taught Private Line Testing Voice and Data in an actual simulated enviroment,
SOTS, Analog and Digital Signaling, Remote Hiekiemian, SARTS, DACS 1 & 2,
ISDN and X.25 protocol testing.

- 1985-1986 SENIOR TECHNICIAN
Taught Private Line Testing, Remote Hiekiemian, SARTS, SOTS in a classroom environment as well as OJT.
- 1984-1986 TECHNICIAN
Responsible for the Provisioning of new circuits, both analog and digital, Including coordination and testing with customers, access vendors, and A.T.&T. technicians.

EDUCATION

- 1997 Attended Facilitation Workshop
- 1996 Completed AXIS Stratacom training
- 1996 Completed Microsoft Access Programing Course
- 1995 Completed Advanced Cisco Router Training
- 1995 Completed IPX/BPX Stratacom Training
- 1994 Completed SAID Process Development Workshop
- 1991 Graduated Police Reserve Academy, Modules A, B, C, Los Medanos College, Pittsburg, CA
- 1989 Completed ISDN Protocol T075, A.T.&T., Golden, CO
- 1989 Advanced Networks and Protocols T670, A.T.&T., Golden, CO
- 1989 Introduction to Protocol T375, A.T.&T., Golden, CO
- 1975-1979 Attended BIOLA College, Social Science Major, La Mirada, CA