

Amanda Matzke

229 S. Locust St, Green Bay, WI 54303 • 920-606-3121 • Amanda.Matzke@nsight.com

SUMMARY OF QUALIFICATIONS

- Experience with Cisco IOS and 11 years in the telecommunications industry.
- Passionate about learning, adapting, and troubleshooting.
- Basic understanding of network essentials, transport and IP networks, and fiber optics.

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Associate Degree, IT: System Administration

Expected Graduation: December 2021

Related Coursework Completed: Cisco 1 & 2

Upcoming Related Coursework: Linux, Hardware, Virtualization

EXPERIENCE

Network Management Center Technician

February 2019 – Present

Nsight, Green Bay, WI

- Proactively monitor, interpret, analyze and diagnose element outputs to determine the end-to-end status of the network and its various components.
- Manage and coordinate network restoration activity, communicating with vendors, support teams, field resources, engineering and others to restore or prevent future outages.
- Perform technical procedures on network elements as requested.
- Support the rollout of new technologies by assisting with drive out VoLTE-E911 testing.
- Assist with NMC new-hire training.

Wireless Technical Support Specialist

September 2018 – February 2019

Nsight, Green Bay, WI

- Performed excellent customer service with attention to detail, curiosity, and drive to get customer issues resolved.
- Continually learned about new products, vendors, and networks.
- Identified trends in coverage, traffic, equipment, and suspected trouble. Quickly identified major outages and alerted the necessary teams, when needed.
- Assisted with training team for Technical Support
- Used technical ability and knowledge to resolve problems and found alternative solutions for customers requiring modified service to meet their needs.

Provisioning Specialist

August 2009 – September 2019

Nsight, Green Bay, WI

- Provided customer-focused support on the provisioning of network applications to Retail & Agent channels.
- Managed the wireless/wireline port in process.
- Maintained vast knowledge of Cellcom policies and procedures, as well as, continually sought ways to improve processes and trained as needed.

LEADERSHIP AND CERTIFICATIONS

- **Nsight University Leadership Training**, Completed February 7, 2017