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PROFESSIONAL EXPERIENCE

Sprint, Technical Support Manager, Service Assurance, September 2016 to April 2018

Responsible for ensuring wireless network availability and performance for Sprint wireless network. Manage team of Radio Frequency engineers who provide Tier 3 service assurance support for 23,000 Nokia/Lucent CDMA and LTE base stations across the United States. Develop and communicate technical troubleshooting procedures for Tier I operations center technicians. Identify opportunities for automation to reduce cycle time of fault isolation and/or resolution. Ensure base station product issues are identified to the equipment vendors and corrected in subsequent hardware and software system releases.

- Improved Tier I resolution of issues without Tier 3 help from 91.1% (Oct 17) to 96.3% (Mar 18)
- Provided technical training to new hires as part of the successful transfer of the Operations Center Front Office from Mexico to United States in 2017.
- Met goal of 30 fault alarms automated, to support efficiencies and schedule required for on-shoring of the Operations Center Front office.
- Identified and delegated project to trial and then deploy a feature that would autonomously identify network elements that required recovery, with no intervention required, which was deployed in early 2018, resulting in 50% reduction in out of service RF carriers.
- Developed scorecard during year to report progress on key performance indicators on network performance and availability. Met Long duration problem record targets in 2017-18. Identified and provided weekly report of problem records worked by the team, which was used for resource forecasting by the organization.
- Promoted three team members during period

Ericsson, Inc., Technical Support Manager, Service Assurance, April 2011 to September 2016

Responsible for ensuring that Service Level Agreements for client wireless network operator are met by team of up to 25 remotely located engineers who provide Back-office, third-level managed services support for cell site performance for approximately 20,000 Alcatel-Lucent CDMA and LTE base stations across the United States.

- Identified, scheduled, secured funding approval, and prepared team for certification training. The team all passed the LTE Certification Professional exam issued by Alcatel-Lucent
- Set up regular knowledge sharing sessions between our third level support team and first and second level teams in Mexico
- Prepared and delivered weekly update presentations to client RF engineering managers highlighting significant OEM product issues and planned solutions, and timelines.
- Passed LTE Certified Network Associate exam from Alcatel-Lucent- July 2015
- Improved cooperation and communication with market engineering teams by leading a cross-functional team to update Working Level Agreement document
- Proposed and implemented Team and Individual metrics scorecard that link with yearly team performance objectives
- Provided regular updates on several network events to our client as well as recommendations
- Implemented daily reports that are distributed automatically for multiple markets to allow engineers to identify top network issues.
- Conducted 80% of scheduled one-on-one meetings with team during period

Ericsson, Inc., RF Engineer, September 2009 to April 2011

Responsible for wireless network performance and capacity projects across Orlando and southwest Florida areas for client network operator, and for analysis and resolution of customer problems related to the network.

- Accomplished “best ever” performance to goal for call success rate in all months for iDEN network
- Completed project for deployment of 900 MHz base station hardware 2 months ahead of schedule
- Developed four training courses and delivered to over forty engineers on fundamentals of iDEN technology and operational metrics
- Implemented daily reports showing key operational metrics that are automatically distributed daily via

email to support multiple markets nationally

Sprint-Nextel, Engineering Manager, July 2004 to September 2009

Responsible for managing team of up to 7 engineers who handled the following responsibilities for both the iDEN and CDMA networks: wireless network performance, design and deployment of new cellular base stations, implementation of capacity augments, resolution of customer network issues, and execution of national initiatives related to the network.

- Completed national initiatives related to preparations for iDEN Rebanding on schedule
- Organized centralized statewide team for capacity plans for the iDEN network by completing a project for adding all base station configuration information to a centralized database
- Coordinated local training for the entire team on Social styles (using DISC) and iDEN technical training
- Appointed a technical lead engineer who successfully implemented a national trial of a capacity relief technique on schedule for the iDEN network on a cluster of 18 sites in a capacity-constrained area of the southwest Florida market

Nextel Communications, RF Engineer, February 2001 to July 2004

Responsible for ensuring network performance, implementing network capacity and new cellular base stations, resolving customer issues related to the network, and executing national initiatives related to network upgrades and spectrum planning.

- Developed and implemented both a daily detailed report of network performance and a summary text message summary for all Florida markets that are automatically distributed to engineering and management teams
- Recognized in 2003 for Circle of Excellence Award as a result of implementing a novel capacity expansion technique which allowed a 40% addition of base station capacity beyond existing system limitations
- Implemented a database that readily provided centralized reference to most-needed aspects of base station hardware and configuration, which was used by several Florida engineering teams

MediaBrains.com, October -December 2000, Senior Test Specialist

Responsible for planning and executing test strategies for monthly releases of Web pages and related software to customers (publishers). Performed regression testing and defect validations during development cycle.

- Supported successful system release during period by completing validations on schedule and meeting quality gate requirements for release

Motorola Inc., June 1984 – October 2000

December 1999- October 2000: Engineering Group Leader

Responsible for managing team of up to 8 engineers who planned, developed, and executed test plans to support feature and mobility testing of the i2000 dual mode wireless phone (GSM/iDEN™)

- Collaborated with Quality Assurance group to develop common metrics utilized for tracking both efficiency improvements and testing activities in the department.
- Ensured successful validation of over 800 open software defect cases in the 45 days prior to ship acceptance

November 1997- November 1999- Lead Test Engineer

Responsible for development and implementation of automated testing systems for new product introductions of iDEN handsets. Worked with product development teams to define and validate the functionality and performance suite of tests to be used on the production line. Supported new product release to production for i1000, i500,plus, and i700plus handsets.

- Met ship acceptance gate of production testing implementation for all three products on schedule
- Supported ramp-up of i1000 handset to 50,000 units per month within 60 days
- Proposed and implemented cost-savings idea that allowed a single transceiver board to be stocked and assembled used for two handset models, with the customization programming performed later in production line

April 1996- October 1997- Engineering Group Leader

Responsible for managing team of up to 10 engineers and technicians across multiple shifts, which supported maintenance and performance of automated test stations, contributing to a yearly production of over 2 million iDEN handsets.

- Developed and coached a senior technician resulting in his promotion to supervisor during the period by giving assignments of increasing responsibility

November 1990- April 1996: Senior Test Engineer: Technical Operations

Responsible for implementation and support of automated production test systems for analog and digital communications products. Supported customer requirements for custom factory programming and options into a production setting by working closely with product development group.

- Prototyped and developed an automated test station for production use for performing end-user call testing cellular handsets and mobile devices, which resulted in a three-fold increase in throughput compared to the existing manual test solution
- Upgraded automated test software and programming station in Dublin Ireland factory to support transfer of portable handset resulting in significant cost savings
- Participated as Lead for Training Key Process Area as organization completed a SEI PMM (Process Maturity Model) based assessment, receiving a Level 2 result.
- Participated in Organizing Committee for the first Test Systems Engineering Internal conference, which had over 100 attendees
- Designed a cost-effective retrofit to existing test fixture which allowed two different handset form factors to be tested in the same fixture with zero change-over time
- Implemented automated test capability to a production setting for 4 New product introductions and 15 variations of new products

March 1988- November 1990- Technical Support Engineer

Responsible for production support of printed-circuit board and final assembly production lines for portable products, including indentifying high contributors to defects that occur during manufacturing steps, and working with both inside groups and vendors to resolve.

- Successfully resolved a production issue with a mixer module on a VHF medical transceiver product
- Developed process for products that failed during final test to be analyzed for circuit board defects
- Delivered “Six Sigma” Introduction to engineering audience as part of a “train the trainer” initiative

June 1984- February 1988: Development Engineering: New Product Development

Responsible for development and implementation of RF and signaling subsystems for several portable two-way products.

- Developed Antenna switch module and automatic level control module for 800 MHz portable radio
- Designed interface circuitry for a secure encryption module for VHF and UHF portable radios
- Designed tone and digital-controlled squelch signaling circuit boards for low-cost portable radio
- Awarded US Patent for low cost battery charger capable of charging batteries at two charging rates

SKILLS & TOOLS: Java, C, Wizard, HPBasic; UNIX; MapInfo, Windcatcher

EDUCATION

Vanderbilt University Nashville TN Bachelor of Science Electrical Engineering, Magna Cum Laude, 1984.

CERTIFICATIONS

State of FL Professional Engineer (PE #45885)

Ericsson IP Fundamentals Certification

Sprint Certified RF Engineer

Additional coursework: Analog filter design, Digital communications systems, Structured Programming , C Programming, C++ Programming, Java Programming

Key Workshops: UNIX Fundamentals, Shell Programming, GP-IB Fundamentals, Antenna Theory, Interference Management, Business Relationship Management, Kepner-Tragoie Customer Issue Resolution