

Ralph V. Fagan

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WORK EXPERIENCE:

- 2005-2008 ***Motion Networks Inc***
- Senior manager responsible for the financial and overall operations of a consulting and network construction company that does business in Canada, the United States, and the Caribbean
 - As part of a consulting contract with a major supplier of video and data services in the Caribbean, I was on a team that commissioned a total of six head-end and feeder sites with large DC power plants. These sites consisted of a total of 10 1200-amp power bays with some 16 1500AH battery strings. This included all pretesting, grounding, calibration, and connectivity to power monitoring systems, as well as all secondary distribution, installation and testing of emergency disconnects, and production of as built drawings, battery performance results and minor training to on-site technicians.
 - As part of an installation team, I participated in the installation and commissioning of a number of LAN cabling projects.
 - As part of an installation team, I participated in a number of microwave installation and commissioning projects.
- 2001-2005 ***Regional Manager - Advanced Technical Support***
- Aliant Telecom
 - Managed, via three direct subordinate senior managers, a team of 38 subject matter experts (managers) who comprised Aliant's most technical savvy group in Atlantic Canada
 - Accountable for the highest internal level of technical and business support for all technologies and services offered by Aliant
 - Managed an operating budget of \$2.8 million, and had persuasive input into a \$17 million network operations budget
- 1999-2001 ***Senior Manager – Data and Broadband Operations (Aliant Telecom)***
- Aliant Telecom
 - Managed, through a team of four supervisors, 90+ network services technicians across the provinces of Nova Scotia, New Brunswick and Newfoundland
 - Responsible for all data and broadband services offered by Aliant, including the full suite of Alcatel data, frame relay, ATM and transport products
- 1997-1999 ***Senior Advanced Support Specialist – Data and Broadband***
- Aliant Telecom
 - Provided advanced technical support and consulting to engineering and operational staff at all levels
 - Provided support for ISP services, digital data services, and internetworking services
 - Technical support prime for all Alcatel (Newbridge) networks within Newfoundland, including support of the 4602 network management system

- Developed and delivered a variety of technical training courses, including the Alcatel (Newbridge) 3600, 3612, 3624 and 3645 products
- Participated in the design, installation, and support of the east coast offshore oil and gas network (HMDC as first client), and partnered with Stratos on the introduction of their shared satellite facility
- Configured clients network in our Lab, and hosted client acceptance of equipment and configuration design
- Represented Stratos as the subject matter expert in their due-diligence process when they were acquiring SOSCO (Gulfnet 6000, New Orleans which was built on a Newbridge (Alcatel) infrastructure)
- Represented Stratos as the subject matter expert in their due-diligence process when acquiring DataCom, in Lafayette

1990-1996 **Manager – Digital Transport Management**

- Newtel Communications
- Developed and managed a technician group responsible to analyze digital transport networks, and direct field technicians in resolving any issues identified

1989-1990 **Manager – Operations and Engineering Staff**

- Newfoundland Telephone Company
- Provided operational methods support to network line groups
- Designed the new data test center, and developed its operational plan
- Partnered with engineering on the introduction of the Newbridge (Alcatel) 3600 network
- Acted as the NTC technical prime on the National (Telecom Canada) support team that worked with Newbridge designers on the development of new telecom centric plug-ins
- Conducted a feasibility study and developed an implementation plan for PROLEAP (Planned Reuse of Line Equipment and Pairs)

1987-1989 **Toll Route Supervisor**

- Newfoundland Telephone Company
- Supervised all toll route technicians in the St. John's control area, which included 75% of the company's entire LD1 network, as well as a variety of microwave, fibre optic, and VHF systems.
- Computerized a number of managerial systems, including productivity, PCM, and training records.

1986-1987 **Associate – Network Facilities**

- Newfoundland Telephone Company
- Provided technical support to network operational field personnel

1984-1986 **Network Equipment Installation Supervisor**

- Newfoundland Telephone Company
- Supervised and provided technical support for the installation and testing of Newfoundland Telephone's first cross-island and off-island digital microwave system, including fibre optic systems, multiplexers and smart channel banks

1978-1984 **Toll Route Technician**

- Newfoundland Telephone Company
- Maintained analog multiplexer and microwave radio networks
- Commissioned and maintained digital multiplexer and radio networks
- Commissioned and maintained optical networks
- Maintained VHF radio networks, including mobile telephone

- Maintained satellite earth stations
- 1977-1978 ***Toll Terminal Technician***
- Newfoundland Telephone Company
 - Maintained analog multiplexers and microwave radio
 - Commissioned and maintained optical systems
- 1975-1977 ***1A1/1A2 Key and Business Equipment Installer***
- Newfoundland Telephone Company

EDUCATION:

- 1989 ***Memorial University of Newfoundland***
- Faculty of Education
 - Bachelor Vocational Education (B.Voc.Ed.)
 - Diploma Vocational Education

TECHNICAL AND MANAGEMENT COURSES COMPLETED (partial listing)

- Cisco, Configuring, Monitoring and Troubleshooting Cisco Dial-Up Service
- Cisco, ATM Solutions
- Cisco, Managing Cisco Routed Internetworks
- Cisco, LAN Switch Configuration
- Cisco, Internetwork Troubleshooting
- Cisco, Internetworking Design
- Cisco, Router Configuration
- Cisco, Software Configuration
- Cisco, Router Hardware Configuration
- Cisco, Internetworking Fundamentals

- Alcatel ADSL
- Newbridge (Alcatel) 36170 ATM Nodes
- Newbridge (Alcatel) Advanced 4602 Network Management System
- Newbridge (Alcatel) Frame Relay Nodes
- Newbridge (Alcatel) 3612, 3624, 3600 and 3645 Digital Multiplexers
- Alcatel Fiber Optic Systems

- Nortel ATM on Passport
- Nortel Magellan Passport
- Nortel Dataspan
- Nortel OC12 Fiber Optic Systems
- Nortel Fiber Optics Restoration
- Nortel FD135 and FD565 Fibre Optic Systems
- Nortel DMT300 Digital Multiplexer
- Nortel RD4 and RD6 Microwave Radio
- Nortel CE6 Protection Switching
- Nortel DE2, DE3, DE4 Channel Banks
- Nortel MA5B Multiplexer
- DMS1 Digital Multiplexer

- ANIC "C" and Raytheon Earth Station
- Farinon DM2-2A-45 Digital Microwave Radio
- Farinon DM2-2A-12 Digital Microwave Radio

- Tellabs Digital Multiplexers and Digital Cross Connect Switches
- Wellfleet BNX Frame Relay Node

- Dataline Protocol Analysis
- TCP/IP Internetworking
- Local Area Networks
- Various GDC Modem Devices
- Unix Administration
- Various Fibre Optic System (FMT45, FMT6, FD6)

- DC Power Plants
- CE3B3 Baseband Protection Switcher
- RM3 FM Equipment
- RA3TU6 Microwave System
- DataPac
- Myriad of ISDN and Fibre World Seminars
- Glenayre Mobile Switch
- VHF Radio
- Subscriber Radio Systems
- DC, AC, SF Signalling

TECHNICAL COURSES THAT I HAVE DEVELOPED AND DELIVERED

- Newbridge 3600 Multiplexer
- Newbridge 3645 Multiplexer
- Basic Digital Transmission
- Introduction to Frame Relay
- Introduction to ATM
- DMT300
- RD4A Digital Microwave
- RD6A Digital Microwave
- CE6 Protection Switching

MAJOR CONFERENCES ATTENDED

- North American Network Operators Group (NANOG)
- American Registry for Internet Numbers (ARIN)
- International Engineering Consortium (IEC) SuperComm
- Canadian Broadband Providers (CBP) Conference

COMPUTER SKILLS

- Comprehensive knowledge of the following computer programs:
 - Microsoft Excel
 - Microsoft Word
 - Microsoft Power Point
 - Microsoft Access
 - Microsoft Front Page
 - Windows 98/2000/XP
 - Unix