






Grace Howard

Specialized in voice and data transmission systems for large enterprises. Proficient in ensuring seamless communication and reducing service interruptions through proactive network management.

CONTACT

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 LinkedIn | Portfolio

 New York, NY

KEY SKILLS

- Telecommunications infrastructure design
- VoIP and data network integration
- Transmission technologies like Dense Wavelength Division Multiplexing (DWDM) and MPLS
- Network reliability and failover systems
- Carrier network liaison and troubleshooting

PROFESSIONAL EXPERIENCE

Telecommunications Network Engineer | MetroComm Solutions, New York, NY | January 2018 – Present

- Designed and implemented telecommunication systems supporting voice and data networks for 1,000+ users
- Monitored and optimized network traffic, reducing packet loss by 35% across multiple nodes
- Coordinated with carriers to address service issues, reducing downtime by 20%
- Conduct system updates and firmware upgrades to enhance reliability and compliance with industry standards

Network Support Specialist | TeleData Networks, New York, NY | May 2016 – December 2017

- Supported VoIP and data communication systems for enterprise clients, resolving connectivity issues in under four hours on average
- Assisted in designing and deploying MPLS circuits to improve data transmission efficiency
- Provided training to client IT teams on network management and troubleshooting practices

EDUCATION

Bachelor of Science Telecommunications Engineering
New York University (NYU), New York, NY | May 2016