

# Joan Tyrrell

Adjunct Instructor at Oakland Community College

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## Summary

Former telecommunications engineer seeking re-entry into the workforce after family leave. Graduated from CISCO NETWORKING with WIRELESS and VoIP certificate program. Received CCNA certification and currently working full-time at Micro Center.

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## Experience

### **Adjunct Instructor at Oakland Community College**

March 2015 - Present (10 months)

Taught courses in Network Administration and Networking Concepts. Courses were focused on Cisco Networking concepts.

### **Customer Service Representative at MicroCenter**

March 2009 - Present (6 years 10 months)

Sales, stocking, register.

### **Student at Baker College**

2008 - 2010 (2 years)

Graduated Magna Cum Laude from CISCO NETWORKING with WIRELESS and VoIP Certificate program in June, 2010. Coursework featured CCNA Exploration Series: VLSM, LAN TOPOLOGIES, RIP, EIGRP, OSPF, VLANs, VTP, SPANNING TREE, ACCESS CONTROL LISTS, WAN TECHNOLOGIES, VOICE over IP, WIRELESS and SECURITY. CISCO HEALTH CARE IT CERTIFICATE: technological, regulatory, and security issues involved in health care provider settings.

### **Digital Transmission Equipment Engineer at Ameritech**

1992 - 1995 (3 years)

Project managed equipment installations for fiber multiplexers, fiber digital loop carrier, and electronic crossconnect systems. Duties included: equipment provisioning, funds appropriation, equipment procurement, vendor selection, updating equipment records, and interfacing with all appropriate groups to insure a complete, timely, and quality installation.

### **Central Office Switching Equipment Engineer at Ameritech**

1988 - 1992 (4 years)

Project managed equipment installations for the DMS family of electronic switches, SS7 Signal Transfer Points, and Packet Switches. Duties included: equipment provisioning, funds appropriation, equipment

procurement, vendor selection, updating equipment records, and interfacing with all appropriate groups to insure a complete, timely, and quality installation.

### **Telecommunications engineer at EDS**

1985 - 1988 (3 years)

Developed PC-based systems to support transmission facility planning. Worked jointly to develop the "1988 EDS/GM Transmission Plan". Researched software systems that would enhance current work processes. Participated in a study to determine viable long haul carriers for the EDS/GM network. Managed and trained personnel to inventory transmission and switch equipment at PBX installations. Documented and enhanced inventory procedures.

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### Certifications

#### **CCNA**

Cisco February 2015 to February 2018

#### **CCNA VOICE**

CISCO February 2015 to February 2018

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### Skills & Expertise

#### **Cisco Technologies**

**Switches**

**OSPF**

**CCNA**

**WAN**

**VoIP**

**EIGRP**

**Wireless**

**VLAN**

**Security**

**Networking**

**RIP**

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### Education

#### **Baker College of Auburn Hills**

Certificate, CISCO NETWORKING with WIRELESS and VoIP, 2008 - 2010

Grade: 3.86

#### **University of Missouri-Columbia**

BS, Industrial Engineering, 1978 - 1982

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[Contact Joan on LinkedIn](#)