

COREY SHAFFER

SUMMARY

Hard-working and well-rounded operations manager with significant network engineering experience seeking career advancement within in the telecommunications industry in Hawaii

PROFESSIONAL EXPERIENCE

FEBRUARY 2022 - JUNE 2022

Interim Director - Network Operations, Verizon Wireless, Mililani, HI

- Leading the PNW Network Operations team covering WA/OR/AK/HI/North ID
- Managing a team of 6 Sr. Managers and 85 Field and Systems Engineers
- Offered the role on a permanent basis; declined due to required relocation to Bellevue, WA

FEBRUARY 2019 - PRESENT

Senior Manager - Network Operations, Verizon Wireless, Mililani, HI

- Managing a diverse team of system and field engineers, including remote employees on other islands and night shift employees
- Managing all Verizon switching centers, cell sites, fiber hubs, and warehouses in Hawaii
- Responsible for all wireless network issues and capital project activations in Hawaii

JUNE 2012 - FEBRUARY 2019

Principal System Performance Engineer, Verizon Wireless, Mililani, HI

- Conducting trials and making parameter recommendations (nationwide)
- Designing and implementing internal SON algorithms (nationwide)
- Identifying and resolving RAN and UE software/interoperability issues (nationwide)
- Leading VOLTE Pre-Launch Team (OR/WA/HI/AK, 2014)
- Hosting community RF safety meetings as media-trained network representative (HI)

MARCH 2010 - JUNE 2012

Senior System Performance Engineer, Verizon Wireless, Mililani, HI

- Optimizing and troubleshooting end-to-end voice and data network (OR/WA/HI/AK)
- Launching LTE Phase 1 (Seattle, WA, 2010)
- Designing and optimizing local radio network (HI)

JULY 2007 - MARCH 2010

System Performance Engineer, Verizon Wireless, Mililani, HI

- Improving network baseline and Nielsen performance on Hawaii's neighbor islands, surpassing prior competition

AUGUST 2006 - JULY 2007

Associate System Performance Engineer, Verizon Wireless, Portland, OR

- Mastering CDMA/EVDO operation and optimizing the local radio network (from downtown Portland to Eugene to the coast, OR)

JUNE 2004 – APRIL 2006

Engineering Undergraduate Co-Op, Verizon Wireless, Bridgeville, PA

- Learning cell site design and antenna theory as an RF engineering co-op
- Learning cell site construction as an Implementation engineering co-op
- Learning CDMA/EVDO operation as a System Performance engineering co-op

ADDITIONAL ACTIVITIES

Board Member, State of Hawaii Enhanced 911 Board

Guest Lecturer, IEEE Communications Society, 5G Technology in Hawaii

Telecommunications Representative, Hawaiian Electric Grid Resilience Working Group

Telecommunications Representative, Installation Next, Marine Corps Base Hawaii

Telecommunications Expert, Strengthening Koolaupoko, HECQ Community Resiliency Forum

SKILLS

Expert in: LTE protocol, Ericsson eNB/gNB operation including amos, MS Office

Proficient in: NR/IP/TCP/SIP/RTP protocols, QXDM, Actix, Windcatcher, Atoll, Wireshark, Unix/bash scripting, MySQL, Python, OrcaView control software, HAM radio operation

Media and PR trained by Verizon

First Aid/CPR/AED Certified, Arc flash trained

EDUCATION

2006

University of Pittsburgh

Bachelor of Science, Electrical Engineering, 3.94 GPA

Magna Cum Laude

Certificate in Photonics, Graduate Department of Physics