

# GREGORY NESBITT

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## OBJECTIVE

To obtain an Engineering-level position designing and implementing customer solutions for Information Technology.

## EXPERIENCE

### **Senior Customer Service Engineer, Compunetix, Pittsburgh PA** **1998-Present**

Assisted customers with installation, deployment, and troubleshooting of Compunetix audio conference bridges. Provided training to customers. Acted as a technical liaison for some of the division's largest customers. Performed extensive troubleshooting within the bridge system software. Assisted customers with integration of Compunetix products into their business infrastructure. Team lead and domain expert on IP network issues, ISDN, and voice over IP.

### **Technical Assistant, RIT Electrical Engineering Department, Rochester NY** **1997-1998**

Took primary responsibility for teaching and grading undergraduate laboratory courses. Assisted faculty with various projects. Administered a heavily-used network of 20 Windows workstations. Acted as an ambassador for the Electrical Engineering department.

### **Hardware Design Co-Op, Harris RF Communications, Rochester NY** **Fall 1996**

Aided in the development of a HF power amplifier by testing board performance characteristics and evaluating possible improvements. Assisted in the integration of this module into a complete radio.

### **Software Test Co-Op, Harris RF Communications, Rochester NY** **Spring 1996**

Designed and wrote test cases for a radio frequency management system. Located and tracked bugs in the system software.

## EDUCATION

Bachelor of Science in **Electrical Engineering** from Rochester Institute of Technology, Rochester NY.  
5 year program including cooperative education experiences. Overall GPA: 3.98 / 4.0.

## SKILLS

Proficiency with Linux, UNIX (BSD, Solaris, IRIX), Windows, and Mac OS X.  
Proficiency creating Engineering applications in ANSI C, Pascal, BASIC, and Python.  
Educational experience with assembly language programming on Motorola 68000 series, Intel 8051, and PIC.  
Proficiency with popular PC applications such as Microsoft Word, Excel, Matlab, and Crystal Reports.  
Extensive experience with Frontrange HEAT help desk software, including customization.  
Hands-on experience with PLC hardware and software.

## HONORS

Recipient of RIT Outstanding Undergraduate Award  
Member of Tau Beta Pi Engineering Honor Society  
Member of Phi Kappa Phi Honor Society  
Recipient of President's scholarship to RIT  
15 year member of IEEE.

## OUTSIDE INTERESTS

Computers, short wave listening, music, camping, model railroading.

## REFERENCES

Available upon request