

# R. David Paine III

Pinellas Park, FL • 813-376-2075

[RDPaineIII@gmail.com](mailto:RDPaineIII@gmail.com) • [LinkedIn](#)

---

## Wireless Network Specialist

*Technically sophisticated leader offering 15+ years of experience delivering wireless network solutions and achieving customer satisfaction through in-depth analysis, design and development, team leadership, and client management.*

### — Areas of Key Emphasis —

- Training & Development
  - Client Relations
  - Troubleshooting
  - Wireless Network Infrastructure
  - High-Impact Presentations
  - Team Leadership
  - Vendor Management
  - Market Research & Analysis
  - Strategic Plans/Implementation
- 

## Signature Achievements

*Influenced decisions and improvements as active member of International Wireless LAN Advisory Board.*

*Created and grew large 'Super Tech' department staffed with computer and cable experts to resolve customer broadband connectivity issues.*

*Awarded first Technical Operations Employee of the Quarter.*

*Attained top five specialist rating for three consecutive months.*

---

## Professional Experience

**Wireless Network Specialist** | Spectrum (Charter Communications), St. Petersburg, FL      June 2013 – Present

Deliver high-value wireless solutions by applying technical and analytical skills to facilitate expansion into emerging technology market. Provide in-depth analysis of market trends and outline costs in support of SMB and hospitality enterprise verticals. Showcase expertise to train departments and external vendors on products and solutions as well as offer technical support. Collaborate on wireless network design and development. Analyze new testing equipment and materials for deployment. Ensure clearly defined objectives to facilitate success by collaborating with field operations, field support, network support and wireless core groups.

### *Key Accomplishments:*

- Boost QOS for deployed wireless networks and promptly diagnose and troubleshoot issues.
- Meet and exceed customer expectations by understanding specific requirements and designing accurate wireless infrastructures.
- Trigger improvements by quickly identifying issues and implementing fix agents for resolution.
- Establish and strengthen relationships with vendors to collaborate on product development, updates, and trends for hardware-related issues.
- Enhance team performance by creating and implementing training criteria on field deployment and support.

*Continued...*

# R. David Paine III - Page Two

**Business Solutions Engineering Analyst** | Spectrum, St. Petersburg, FL

September 2011 - June 2013

Fostered seamless operations and generated improvements by managing business solutions platform and examining product development criteria from corporate and marketing to determine implementation plausibility. Showcased expertise to advise and guide senior management on development decisions. Communicated daily with distribution network and teams to provide updates on industry news and product sets.

*Key Accomplishments:*

- Advanced business operations by aiding in process flow and creation of implementation strategy.
- Managed employee performance and performed individual knowledge assessments for advanced personnel, ensuring a skilled workforce ready to tackle challenges.
- Fortified product testing and implementation with documentation across distribution network including operation of five states.
- Delivered insightful and engaging PowerPoint presentations on current product sets and future product development across Florida.

**Quality Specialist** | Spectrum, St. Petersburg, FL

2009 - 2011

Established and grew quality department from the ground up and developed lasting processes that reduced service calls by eliminating installation failures.

**Technical Operations Lead** | Spectrum, St. Petersburg, FL

2006 - 2010

Delivered in-field leadership for technical and quality specialist teams responsible for establishing and maintaining broadband Internet product set.

*Additional experience as **Technical Specialist I** and **Product Specialist II** at Spectrum as well as **Consultant/Owner Operator** at Eye Productions.*

---

## Education and Credentials

**Associate of Applied Science** | St. Petersburg College

Certified Wireless Design Professional (CWDP) | Certified Wireless Technical Specialist (CWTS) | Certified Wireless Network Admin (CWNA) | Effective Supervision - NCTI | Installer - NCTI | Strengthening People Skills - Rockhurst University | Network+ (2004) - CompTia | Selling Cable MSO Against Satellite - NCTI | Selling Against DBS Providers - NCTI | Understanding Voice and Data - NCTI