



Bert Walters

Experienced and customer-focused IT professional with 18+ years in technical support, systems administration, and network engineering. Proven ability to troubleshoot complex technical issues, optimize system performance, and deliver user-friendly solutions in both corporate and healthcare environments. Known for adaptability, problem-solving, and a strong commitment to end-user satisfaction.

Location

Monroe, LA

Phone

318-450-4433

Email

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Website

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Experience

2023-Present

Mental Health Technician | Pecan Haven | Monroe, LA

- Provide daily support and supervision to patients managing emotional and psychological challenges.
- Assist in crisis intervention and de-escalation of high-stress situations.
- Maintain detailed patient records, including treatment plans and progress documentation.
- Engage in ongoing mental health training to ensure up-to-date care practices.

2018-2022

Systems Administrator | Lasalle Management | Ruston, LA

- Delivered enterprise-level desktop support for over 1,000 employees, including Office 365 and network troubleshooting.
- Rewired multiple facilities and built infrastructure maps in compliance with federal guidelines.
- Reviewed and reported mobile device usage data for Accounting and DOT oversight.
- Coordinated with vendors (e.g., Verizon, AT&T) to resolve hardware/software and security system issues.

2014-2018

Senior Network Engineer | Lumen Technologies | Monroe, LA

- Monitored bandwidth and capacity across 10 states, creating weekly performance reports for leadership.
- Led bi-weekly cross-functional meetings to streamline ordering and capacity planning.
- Oversaw circuit ordering and Redback capacity provisioning for ingress and egress operations.
- Mentored college interns, providing training and project support throughout summer programs.

2004-2014

Operations Technician II | Lumen Technologies | Monroe, LA

- Managed escalation of line group outages, coordinating with NEMC and local technical teams.
- Diagnosed long-distance translation errors using switch queries and vendor database analysis.
- Supported SS7 signaling for legacy CenturyTel and Embarq infrastructures.
- Built strong interdepartmental relationships to streamline resolution workflows.

References & Letters of Recommendation Available Upon Request