

Charmayne
Hall
Solutions Engineer

Profile

Employment History

Education

Details

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(867) 312-3055
123 Main St, Rapid City, SD 57701

Solutions Engineer with 2 years of experience in designing and implementing technical solutions to optimize business processes and drive efficiency. Proficient in collaborating with cross-functional teams, analyzing client needs, and developing customized solutions. Adept at integrating and configuring software, troubleshooting complex issues, and providing exceptional customer support. Strong communication skills with a proven track record in fostering client relationships and delivering innovative, results-driven solutions.

Solutions Engineer at SDN Communications, SD

Feb 2023 - Present

- Successfully designed and implemented a network solution for a major client, resulting in a 20% increase in their operational efficiency and a 15% reduction in their overall IT costs.
- Led a team of engineers in the deployment of a large-scale SD-WAN project, which improved network performance by 30% and reduced downtime by 25% for over 50 client sites.
- Developed and conducted comprehensive training programs for over 100 employees, increasing their technical knowledge and skill sets, contributing to a 10% increase in overall team productivity.

Associate Solutions Engineer at Midco, SD

Aug 2021 - Jan 2023

- Implemented a new software solution for the company, resulting in a 35% increase in efficiency and a 25% reduction in system downtime.
- Successfully managed and completed a major network upgrade project, improving overall network performance by 50% and reducing latency by 30%.
- Trained and mentored five junior engineers, helping them to achieve their career goals and contributing to a 20% increase in team productivity.
- Identified and resolved over 100 critical system issues within one year, leading to a 15% improvement in overall customer satisfaction ratings.

Bachelor of Engineering in Systems and Solutions Engineering at South Dakota School of Mines and Technology, Rapid City, SD

Sep 2017 - May 2021

Relevant Coursework: Systems Analysis and Design, Solutions Architecture, Software Engineering, Project Management, Data Structures and Algorithms, Networking and Security, Machine Learning, Cloud Computing, IoT Systems, and Digital Transformation.