

Contact

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Top Skills

Network Support
Operations Support
Routing Protocols

Certifications

Networking Basics
CCNA: Introduction to Networks

Ethan Pierce

Network Support Specialist @ Rainbow Communications |
Information Networking and Telecommunications
Hiawatha, Kansas, United States

Summary

I am a growing professional with a strong foundation in information networking and telecommunications, currently pursuing my Bachelor of Science in Informatics with a concentration in Information Networking and Telecommunications at Fort Hays State University. Over the course of my career at Rainbow Communications, I have gained hands-on expertise through roles in network support, operations support, and customer service. This experience has honed my ability to address modern technical challenges while delivering exceptional service to customers. As a student at Fort Hays State University, I am building on my networking and telecommunications experience through coursework in information systems, networking, data analysis, and emerging technologies. I am especially interested in how modern networks and information systems support businesses, communities, and critical infrastructure. I also plan to expand my skills in programming, Python, software development, and AI integration while gaining new perspectives from like-minded aspiring learners. At Rainbow Communications, our mission is to enhance rural communities by providing exceptional broadband services through state-of-the-art technology at competitive rates. Specializing in high-speed internet, phone services, and business phone systems, we differentiate ourselves as a trusted local provider known for outstanding customer service. Let's connect if you're interested in solving modern networking problems with new and exciting technology solutions!

Experience

Rainbow Communications

5 years 10 months

Network Support Specialist

February 2024 - Present (2 years 5 months)

Everest, KS

- Provide technical support and network operations assistance for Rainbow Communications' voice and broadband services.
- Troubleshoot internet, voice, and customer-premises equipment issues, ensuring reliable service for rural communities.
- Contributed to 99.999% network availability in 2025 by supporting outage response, network monitoring, and operational efficiency initiatives.
- Communicate technical issues clearly to customers and coworkers, enhancing overall customer service experience.

Operations Support Specialist

January 2022 - February 2024 (2 years 2 months)

Everest, KS

Customer Service Representative

September 2020 - January 2022 (1 year 5 months)

Hiawatha, KS

Education

Fort Hays State University

Bachelor of Science in Informatics, Information Networking and Telecommunications · (January 2026 - December 2029)