AVAYA NETWORK ENGINEER RESUME

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Career Goal:

Avaya Network Engineer with strong skills in Cisco routers, switches and firewalls seeking employment in your organization

Technical Skills:

Expertise in protocols:

- DHCP
- LAN
- VOIP

Specialist in application server systems:

- Citrix MetaFrame
- Print Server
- FTP Server

Dexterity in hardware components:

- Oscilloscopes
- HD Disk Duplicator
- Multiple Managed Switches

Quick and excellent in computer software applications:

- Avaya Manager
- Pocket PC
- Adobe Creative Suite

Solid understanding of circuits:

- DSL
- ISDN
- DCS

Adept in Avaya application components:

- Avaya Call Manager
- Avaya Definity
- Avaya Call Management Systems

Familiarity with server environments:

- IP address schemas
- WINS
- Ether channel

Technical abilities to:

- Understand CTI applications and IVR systems
- Implement Linux administration and provide technical guidelines

Relevant Experience:

Avaya Network Engineer
STS International, Inc.
January 2012 – Present
Sherman, TX

- Implemented system administration and regular maintenance for remote locations.
- Participated in voice and telephony based projects.
- Executed Avaya communications for Avaya server implementation.
- Programmed and executed cover paths, phone apps and systems.
- Participated in data connectivity operations for server systems.
- Conducted technical training sessions relating to voicemail usage.

- Installed and configured Cisco phone on digital and IP systems.
- Assisted in vectoring of all call center applications.

Avaya Network Engineer
Mitre Corporation
November 2010 – January 2012
Bedford, MA

- Documented telecommunication systems including toll free numbers.
- Implemented call center routing and prepared voice announcement scripts.
- Analyzed circuit issues and resolved help desk tickets.
- Participated in understanding of internet basics and relevant work processes.
- Configured email routing settings and switching environments.
- Designed and developed security appliances for business apps.
- Upgraded telecommunication systems and maintained operating systems.
- Managed public facilities and assisted in troubleshooting of network hardware issues.

Educational Background:

Bachelor's Degree in Information Technology
West Virginia State University
August 2006 – May 2010
Institute, WV

Professional Certification:

Avaya Professional Design Specialist (APDS) – Avaya NetworkingJuly 2010

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