CISCO IPT ENGINEER RESUME

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Career Goal:

To contribute effectively towards Organizational growth and development as a Cisco IPT Engineer owing to my skills in Cisco routers and switches, transcoding, IP Phone operation and Cisco Unified Communication Manager.

Technical Skills:

High technical expertise in configuring and debugging routers:

- Cisco 28xx
- Cisco 38xx
- Cisco 39xx

Operational knowledge of Cisco Switches:

- Layer 2 and 3 switching
- 802.1 q trunking

Solid understanding of voice and signaling protocols:

- MGCP, RTP
- SCCP, H.323
- G.711/ G.729

Proficient in administering telephony services utilizing:

- SRST, ATAs
- Conferencing, Digit Manipulation
- VG224, VG248, Transcoding

Thorough with integrated service router platforms:

- Cisco Unit Express
- Cisco Unified Presence versions
- Unity connections 8.x

Adroit with operating systems:

- Windows 98/ 99/ 2000/ XP/ Vista
- RedHat Ent
- Linux, Fedora 6 & 7

Quick and brilliant with routing protocols:

- OSPF, MPLS
- EIGRP, RIP
- Vsphere router

Outstanding capabilities to:

- Implement clinical data protocols
- Provide emergency onsite support

Relevant Experience:

Cisco IPT Engineer
TGC Global Inc.
January 2012 – Present
Wichita, KS

- Maintained system files relating to technical designs, network diagrams, financial models and project plans.
- Performed installation, assembling, validation and component specifications for software engineering projects.
- Developed system architectural structures, workflow designs and PACS solutions as per functional specifications.
- Resolved complex inquiries and integration problems with support of engineering team staff.
- Implemented Cisco solutions such as Cisco CUCM, Unity Connect and Cisco CCZ by collection of relevant information.
- Responded to IPT engineering problems by detailed procedure of troubleshooting and diagnosis of IPT domain.

- Provided technical and logical support services by interacting with third parties for applications such as Cisco TAC.
- Supervised customer networks using testing services, design documentation and network management tools.

Cisco IPT Engineer
Xoriant Corporation
November 2010 – January 2012
Chicago, IL

- Implemented strategies and plans relating to server management, consolidation and virtualization.
- Improved functionality of midrange products by complete research and testing services.
- Managed new system upgrades on individual server based Cisco IPT applications and UCCE infrastructure systems.
- Coached and mentored low level technical staff with expertise and resources for server and capacity planning functions.
- Participated in learning of new concepts relating to carrier industry services, relevant vendors and networks.
- Executed usage of telephone systems such as call recording, reporting, management and work force management systems.
- Coordinated with architecture and IPT engineering teams for evaluation and problem resolution of vendor Level 3 resources.
- Resolved networking issues in IPT engineering applications by diagnosis and troubleshooting at Level 3.

Educational Background:

Bachelor's Degree in Computer Science
East Carolina University
August 2006 – May 2010
Greenville, NC

Professional Certification:

Cisco Certified Internetworking Professional (CCIP)July 2010

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