CISCO UCCE ENGINEER RESUME

Juan Brennan
4681 Hart Country Lane
Thomaston, GA 30286
(333) 669-6836
Email : [email]

Career Goal:

A talented professional looking for Cisco UCCE Engineer position, in which I can utilize my knowledge in Cisco VoIP including Unified Call Manager, IPCC, UCCE, ICM (all versions), CVP, IPIVR, CUIS, CUIC, CTIOS, CAD, Cisco CER, and Cisco Unity Connection.

Technical Skills:

Sound knowledge of voice gateway configurations

- H323 gatekeeper
- MGCP
- SIP
- CUPS

Skilled in managing

- IP gateways
- ISDN gateways
- Multipoint control units

Expertise in scripting languages

- Perl
- Python
- JavaScript

Familiarity with network protocols

- OSPF
- VTP
- BGP
- RIP

Adept in telecommunication management

- SNMP
- RMON
- Netflow
- Syslog

Well-versed in Routing fundamentals

- BGP
- OSPF
- EIGRP

Proficient with monitoring system

- HP Openview
- CA
- NetQoS

Talented in multiple databases

- MySQL
- Access

Relevant Experience:

Cisco UCCE Engineer
Ventures Unlimited Inc
January 2012 – Present
Thomaston, GA

- Designed, developed and configured interfaces and Cisco routers.
- Participated in UCCE scripting and implemented migrations.

- Analyzed and resolved issues for ICM and CVP systems.
- Provided technical support for voice recording and CVP applications.
- Maintained and managed network infrastructure components and cabling systems.
- Documented ICM scripts, gateway configurations and translations.
- Supported Unity projects and voice recording profiles.
- Designed and developed network devices and telecommunication services.

Cisco UCCE Engineer
Irvine Technology Corporation
November 2010 – January 2012
Irvine, CA

- Designed and maintained engineering artifacts and center systems.
- Participated in engineering reviews and maintenance procedures.
- Suggested latest upgrades for current IPT infrastructure components.
- Evaluated performance and scalability of center infrastructure applications.
- Analyzed resulting changes of services on technologies.
- Supported engineering processes and all infrastructure elements.
- Reported technology trends and performance inputs to managers.
- Installed and tested Jabber for desk phone control processes.

Educational Background:

Bachelor's Degree in Information Technology
Lanier Technical College
August 2006 – May 2010
Oakwood, GA

Professional Certification:

Cisco Certified Design Associate (CCDA)July 2010

Build your Resume Now