CISCO UNIFIED COMMUNICATIONS ENGINEER RESUME

Jason Elmore
4899 Lost Creek Road
Wayne, PA 19087
(123) 344-7559
Email : [email]

Career Goal:

Seeking challenging position as Cisco Unified Communications Engineer and promoting my skills in installing, configuring, and maintaining network equipment such as Cisco Routers, Cisco Switches, Cisco Firewalls, Cisco VOIP Phones, and Cisco Unified Communications Manager

Technical Skills:

Expertise in VoIP technologies

- QoS
- MGCP
- H323
- SIP
- SRST

Familiarity with WAN technologies

- T1/T3 circuits
- Frame relay
- MPLS
- HDLC

Well-versed in monitoring tools

- Cisco Unified Operation Manager (CUOM)
- IBM Netcool
- ScienceLogic EM7

Adept in networking

- LAN/WAN/VLAN
- TCP/IP
- VPN

Proficient with programming languages

- Java
- Visual Basic
- C+
- HTML

Skilled in databases

- SQL
- Access

Relevant Experience:

Cisco Unified Communications Engineer
Apex Systems Inc
January 2012 – Present
Wayne, PA

- Formulated ticket metrics and related documentation.
- Prepared procedures for ticket review for various incidents.
- Created SAK for supporting new clients.
- Maintained detailed documentation of RFO and customer changes.
- Installed, tested and maintained backup plans for system modifications.
- Updated and maintained documentation of new network devices and sites.
- Provided support for operation of Cisco UC systems.
- Configured and tested Cisco network equipments and voice services.

Cisco Unified Communications Engineer
Network Data Systems
November 2010 – January 2012

Washington, DC

- Provided technical support for development of voice applications.
- Formulated various approaches for latest industry trends.
- Prepared network security policies for LAN and voice systems.
- Supported operation of network systems and peripheral devices.
- Analyzed and resolved telephony problems relating to connecting phones.
- Participated in fixing issues of hard drives and video cards.
- Installed, configured and maintained network facilities and system data sources.
- Suggested and executed latest updates for Cisco routers and operating systems.

Educational Background:

Bachelor's Degree in Information Technology
West Georgia Technical College
August 2006 – May 2010
LaGrange, GA

Professional Certification:

Avaya Professional Design Specialist (APDS) – Unified CommunicationsJuly 2010

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