

---

# IMS ENGINEER RESUME

Joe Neel  
769 Woodrow Way  
Houston, TX 77032  
(111) 382-8790  
Email : [email]

---

## Career Goal:

---

Seeking the position of an IMS Engineer and share my technical knowledge in C, C++, Perl, STP, RTP, TCP/ IP and VoIP and help in increasing organizational effectiveness.

---

## Technical Skills:

---

Sound technical knowledge of network hardware including:

- Cisco router series
- Cisco catalyst switches
- Cisco VPN 3030

Adroit with Network monitoring tools:

- Solarwinds Orion
- Ciscoworks, Sniffer server
- Nixsun, Concord

Virtuoso in managing protocols like:

- TCP/ IP, RIP/ v2
- IGRP, EIGRP
- OSPF, BGP, IPSEC

High expertise in implementing network software:

- Cisco security agent
- Cisco IOS 11.x/ 12.x
- Cisco Pix firewalls

Proficient in hardware configuration:

- Dec-Alpha workstation
- Sun Work stations
- Unix based servers, IBM PCs

Technically sound with programming and scripting languages:

- C, C++, Perl
- Pascal, Shell
- Fortran

Solid understanding of IMS architecture and components including:

- CSCF
- HSS
- PCRF

Outstanding abilities to:

- Interpret and apply software development and testing principles
- Utilize tools like Wireshark and QXDM

---

## Relevant Experience:

---

IMS Engineer  
PACCAR Inc.  
January 2012 – Present  
Houston, TX

- Coordinated with functional teams on troubleshooting communication services and issues.
- Maintained detailed technical documentation for reporting, tracking and enhancement of test plans.
- Implemented procedures for performance testing of real time communication services.
- Executed processes for coordination of conference calls to support troubleshooting of problems.
- Conducted complete analysis of call flow requests, responses and updates with tracing tools.
- Assisted in analysis of telephony voice services including call waiting and barring.

- Provided technical assistance for verification of proper operation of all handsets.
- Supported technical team members regarding solution and integration functions to defined segments.

IMS Engineer  
NetScout Systems, Inc.  
November 2010 – January 2012  
Reston, VA

- Suggested processes for upgrading of existing applications to newer software versions.
- Implemented procedures for configuration and troubleshooting of IP system applications.
- Executed processes for test configuration and validation of multiple interface through simulators and endpoints.
- Assisted in creation of scripts and MPOS along with review with customers.
- Provided technical assistance for development and automation of test scripts, strategies and plans.
- Supported technical team members in optimization and improvement of product stability.
- Participated in experimental testing processes for enhancement of product quality.
- Coordinated with software design and development teams in integration, testing and commercialization of products.

---

### **Educational Background:**

---

Bachelor's Degree in Computer Science  
Shawnee State University  
August 2006 – May 2010  
Portsmouth, OH

---

### **Professional Certification:**

---

IBM Certified System Programmer – IMS July 2010

[Build your Resume Now](#)