

Randall Etzweiler

29 RUE DE LORRAINE,
34500 BÉZIERS
0648600286
RANDALL.ETZWEILER@GMAIL.
COM

JOB OBJECTIVE

IT and Network Engineering Specialist

EDUCATION

IT and Network Engineering Specialist

WORK / VOLUNTEER / COMMUNITY SERVICE EXPERIENCE (MOST RECENT FIRST)

- Feb 1, 2023 Bell Network and Technology Services Toronto, Ontario / Montreal, Quebec
- Technical Network Specialist • Responsibilities & duties:
 - System administration and management of Voice, Video, VMWare, and Contact Center environments
 - Incident management and support, assisting with resolution and root cause analysis
 - Interfacing with clients and vendors to assess needs and troubleshoot problems
 - Providing operational and technical expertise to clients
 - Managing critical path processes to ensure client satisfaction
 - Collaborating with on-site staff and team members to deliver services
 - On-call rotation for support

ACHIEVEMENTS

- Hands-on experience in supporting Cisco Voice, Video, VMWare, and Contact Centre technologies
- Vendor certification in Cisco Voice, Video, Contact Center, QM, VMWare technologies

SKILLS

- Analytical and problem-solving skills
- Knowledge of telecommunications and contact center vendors, services, and products
- Strong understanding of Voice and Contact Center principles and workforce management concepts
- Proficient in PC, networking, operating system, and server administration skills (Windows, Linux, VMware, Networking)
- Fluency in English and adequate knowledge of French