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**PROJECT MANAGEMENT: TELECOMMUNICATIONS / NETWORK / AUDIO VISUAL**

Technical professional with significant expertise planning, organizing and successfully completing all tasks on Telecommunication, Networking, A/V programs and projects management. Exceptional skills maintaining and managing Telecommunication, Networking, Audio Video. Expertise in technology selection, implementation, management, and on-going operational support of IT systems. Detailed problem solving approach with ability to divide complex problems into manageable components. Exceptional organization and analytical skills.

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|--|--|
| <input type="checkbox"/> Project Management                | <input type="checkbox"/> Installation / Maintenance      |
| <input type="checkbox"/> Vendor Management                 | <input type="checkbox"/> Incident Management             |
| <input type="checkbox"/> Technology Evaluation / Selection | <input type="checkbox"/> Device Configuration Management |
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**EXPERIENCE**

**MILESTONE, Fremont, CA**

**2018 - Present**

**Telecommunication**

- ☐ Manage Avaya Switch for GAP Inc.
- ☐ Move Add Changes Avaya Switch for GAP Inc.
- ☐ Manage Phone Projects for GAP Inc.
- ☐ Manage Polycom Conference Phones for GAP Inc.
- ☐

**BAYSIDE SOLUTIONS, Pleasanton, CA**

**2016 - 2018**

**Telecommunication / Audio Visual**

- ☐ Manage Cisco Call Manager (CUCM)
- ☐ Move Add Changes CUCM
- ☐ Manage WEBex
- ☐ Manage Jabber
- ☐ Manage Telepresence MX700, MX800, SX80
- ☐ Manage A/V Equipment Biamp Tesira Forte, Crestron, Extron, Shure
- ☐ Excellent Troubleshooting and Problem Solving
- ☐ Implemented Apple TV, Mac Mini, ATS Digital Signage Sedna,

**WESTERN DIGITAL CORPORATION, Fremont, CA**

**2003 - 2016**

**Telecommunication Specialist**

- ☐ Design, Implement, Maintained Avaya S8510, S8300, Gateway 450
- ☐ Design, Implement, Maintained Mitel 3300MXe, Mitel SX2000 Light and Dark, Mitel 200,
- ☐ Design, Implement, Maintain Avaya Octel 250 Aria and Audix Voicemail Systems
- ☐ Excellent Troubleshooting and Problem Solving
- ☐ Extensive knowledge on VoIP, MPLS, VPLS, SIP, OC-12, DS3, PRI, T1's, ISDN, DSL, ATM, CSU/DSU
- ☐ Managed and Maintained a 1500 phone extension environment
- ☐ Managed and Maintained a Mixed Digital, VoIP, PBX platform
- ☐ Design, Implement, Maintain all Telecommunication Projects for Manufacturing
- ☐ Design, Implement, Maintain a 10GIG backbone infrastructure
- ☐ Move, Add, Changes in the Avaya, Mitel, Octel VM, Audix VM
- ☐ Configured, Deployed Avaya 96xx Series, Soft phones
- ☐ Configured, Deployed Mitel 52xx Series, Superset 420, Superset 4025, Superset 1000
- ☐ Configured, Maintained ARS, ACD, Hunt Groups, Trunk Groups

**Network Specialist**

- ☐ Implement and Maintained Cisco Core Equipment – Cisco Nexus 7K, 5K, 2K, 6509
  - ☐ Implement and Maintained Cisco Access Switches – Cisco 3750x, 4507, 4506, 4006
  - ☐ Implement and Maintained Cisco Wireless – Cisco 5500, Cisco Aironet 3502i, Aironet 1262N
  - ☐ Extensive knowledge in IOS and CatOS
  - ☐ Excellent Troubleshooting and Problem Solving
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## EDUCATION

Cisco CCNA  
Mitel 3300Xe  
Mitel SX2000  
Mitel 200