

RESUMÉ

JOSE RAMON R. VALENCIANO or “Joey”

134 Fairlawn Avenue

DALY CITY, CA 94015

Email: joeyrvalenciano@gmail.com

Mobile: (415) 712-9330

EDUCATION

Don Bosco Technical University

- Bachelor of Science in Electronics and Communications Engineering (B.S.E.C.E.)

<http://www.dbtc.edu.ph/index.htm>

<<<<<<< US PASSPORT here >>>>>>>>>>

EMPLOYMENT HISTORY

INTECLASSIST, Inc.

Daly City, CA USA; (650) 922-2115

POSITION: Project Technician

PERIOD: February 27, 2012 – Present

Completed re-certification late last year, on the following:

- 1) Microsoft Office 365 / Azure DS
- 2) Cisco CCNA
- 3) VMware VCP6 in Network Virtualization / Data Center.

Working for a combination of Manage service provider (SP), VoIP/Broadband SP and IT services for businesses.

Managing an internal ticketing system from Practical Guides (Connectwise, Tiger Paw (and other help desk solutions).

IT Support and Help Desk experience supporting multiple platforms, primarily Windows Servers, Desktops, Laptops and Network printers. IT Support relating to technical issues involving Microsoft's business suite (Office 2013/2016/ Office 365), and Windows (10). Managing Users/Shared Resources (Group Policy Editor) with Office 365 Admin Suite, applications as well as Azure AD. IT Support relating to technical issues involving Cisco 802.11ac, Cell phone iOS and Android phones and tablets. Hands-on Cisco IOS (WireShark for dissecting networking protocols and network troubleshooting)

Experience with MERAKI Cloud VoIP system, provisioning, management and troubleshooting. Experience with Audio/Video setups for Conferencing systems including Zoom conferencing (Logmein, Skype and WEBEX).

Assists in the development, deployment and maintenance of network and voice communications. Utilizes knowledge of LAN/WAN systems and Microsoft Windows Server to help design and install internal and external Voice over IP networks. Tests and evaluates Voice network systems to eliminate problems and make improvements. Hands-on experience on variety of the field's concepts, practices, and procedures.

Performs a variety of Converged VoIP Networking and IT

related tasks, such as WLAN 802.11 (including Broadband Wireless Point-to-Point Infrastructure), Dial Plan and RoutePattern. Hands-on in configuring Voice Gateways (such as T1 PRI and CAS), gatekeeper (Zone Management and CAC), Call Routing, High Availability features, Media Resources, QOS, Application Integration, Voice Security, Cisco Unity Express, VPIM Networking,

Project manager or Lead Engineer in installing LAN Switches, along with ShoreTel Voiceswitches/IPBX

ShoreGear and Cisco Voice products (CCM, UNITY & IPCC) for our clients. Also, knowledgeable on installing Voice/Data Systems, Hunt Groups, working with Carriers on provisioning analog or digital lines, routers and Firewalls. Providing design & deployment of telephony solutions. Delivering state-of-the-art Call Processing solutions. Design of IP based Telephony application. Integrating disparate systems as long-term IPT migration strategy. Using proven technology and best of class solutions to create strategic advantages in the short term and support growth in the long term:

- Planning & System Design, Routing Calls, Trunk Planning, Dialing Plan, Site preparation,
- Legacy Integration
- Installation, configuration,
- Voice switches, Servers, desktops, IP phones
- Managing Cut-over
- Documentation (MS Office Visio), Admin training, Systems Management

ALCATEL (CID- Carrier Internetworking Division)

720 Milipitas Blvd, CA , USA

POSITION: Field Technician

PERIOD: May 2006 - February 27, 2012

As a field applications engineer of Alcatel's Business Unit (BU) for end-to-end Carrier and Service Provider solutions, ranging from edge, core edge, and core; I was expected to combine my expertise in Field & Systems Engineering. Performed on-site engineering functions for various tier 2 and 3 solutions such as Dial wholesaling, PSTN Offload, DSL/Broadband Aggregation, Voice-over-IP (VoIP) Trunking, and Central Office (CO) IP core routing interworking with Class 4/ Class 5 switches.

The main responsibilities are as follows: + Interfacing with Sales Support/Training/Marcom/Sales/Service to assure support functions, such as creating and delivering customer presentations in order to shorten the sales process. check-in system and baggage counter facility in preparation for the Olympic 2000.

* Provided pre- and post-sales support in designing, deploying, troubleshooting, and maintaining customer solutions, especially during laboratory trials which included traveling extensively to the following regional IXC's, ILECs & huge ISPs: * Asia Pacific: SingTel, Korea Telecoms, Phil Long Distance, Hanaro, Telstra * North America: UUNET, Sprint, Verizon, SBC,

Canada Bell * South America: Telefonica Chile/Argentina/Brazil, TelMex * Europe: France Telecom, Deutch Telecom, Telefonica Spain, BelgaCom + Assisting PLMs with product launches and promotions, which involved simulation of Central Office (C.O.) environment during tradeshows (CEBIT, Asia Telecom, VON, SuperComm, ISPcon) and remote demonstrations. Gained experience in writing the Product Requirement Document (PRD) and the Marketing Requirement Document (MRD) + Designing solutions for data/voice/video convergence on customers sites and trade shows to highlight Alcatel's H.323, SIP, MGCP/MEGACO implements. + Determine which solutions that should be targeted for various trade shows and the Alcatel Solutions Center, i.e. demonstration goals and schema. These may involve Internet Offload, Toll Bypass/Tandem and new service creation. + Working knowledge and hands-on with the following Alcatel products: 7400 Broadband Remote Access Server (BRAS), 7510 Media Gateway, A1000 Call Server (Softswitch), 5735 SMC Provisioning Software, 5424 ACSI - Call Signaling Server, 7770 RCP (Terabit IP Core Routing), 7670 ATM Core Switch, Litespan 2000, 2012 & 1540, 1640 OADM & 1660 Crosslight, 5620 NMS.

WINSTAR Broadband Services

50 Fremont St, CA 94015

POSITION: Telecom Technician

PERIOD: February 2000- February 2006

As a CLEC, most of the network projects deployed were related to LMDS, and other complementing edge equipment products involved were Cisco and Lucent aggregation and edge devices. Most designs had stringent requirements for reliability and low tolerance for system downtime. Designs deployed redundant network design using fault-tolerant super servers, network storage sub-systems, SQL servers, various application servers, and high-performance network routers. Assisted the clients in all phases of technology migration including the procurement, installation and integration of core networking products and services. In addition, provided complete project management services that streamlined the implementation process and ensured that the integration project was completed on time and met all budgetary objectives. The functional role of this position is described as follows:

+ Developed functional specifications for network management systems by examining and identifying system problems and recommending solutions and alternatives to the client's management. + Programmed original and revised existing software scripts to adapt and comply with functional specifications and design requirements. + Designed and conducted system tests, review test data, conducting test results utilizing tools, performance monitors and protocol analyzers and design, develop and implement whatever systems modifications are required by test results. Experience and working knowledge in Auditing and Troubleshooting Networks. Capturing and monitoring of network packets, documentation of audit reports and recommendations. Utilized network management tools such as HP Openview. Utilized network monitoring tools such as Sniffer (Network Associates). Configured network management protocols such as SNMP, MIB/agent, and RMON. + Installed and configured switching and dedicated hubs, including network connectivity devices, such as switches, routers, DSU/CSUs and other modems. + Participated with departmental staff in software design reviews to ensure that the software meets the specifications and design requirements. + Provided infrastructure designs for sales proposal, reply to RFPs, and direct presentations to clients. Experience and working knowledge in basic WAN, basic configuration of Leased Lines, ISDN, Frame Relay, X.25, and ATM. + Traveled to client sites to test and debug installed software products and interface with system management to provide all necessary assistance and/or information. + Provided technical consultation for on-going projects. Experience and working knowledge in basic Project Management and Project/Team Leadership. Tracked costs in personnel, materials, and resources; conducted productive meetings for PM team; developed contingency plan for potential problems. Utilized PM tools such as Microsoft Project. + Experience and working knowledge in Technical Documentation. Involved in systems design and administrative procedures for technical.

AT&T GIS (Global Information Solutions)

North Sydney, NSW Australia

POSITION: Trainee Technician

PERIOD: March 1998 - February 2000

As technical trainee for NCR company and a Cisco Gold Partner, I was responsible for all aspects of design, sales, implementation and support of computer networks and related products and services. Developed and delivered training seminars on networking, interoperability and PC memory management. Provided support to sales department with research, consulting and design services to generate sales with new and existing customers. Provided quality assurance for all new equipment orders and service operations. Appointed lead engineer for the design, installation and maintenance of Sydney Airports SITA.