DANIELLE TURNER

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CERTIFICATIONS

Certified Avaya Professional Design, Implementation, and Support Specialist for IP Office, Contact Center and Scopia RADVISION solutions

ICC Elite Installer

UCSD Coding Bootcamp |in progress|

OBJECTIVE

OUTGOING, HIGHLY MOTIVATED & ADAPTABLE INDIVIDUAL LOOKING TO FIND A SYMBIOTIC, LASTING BUSINESS RELATIONSHIP WITH A CUTTING-EDGE COMPANY WHERE MY UNIQUE SKILLSET AND KNOWLEDGE OF CODING & IT WILL BE BENEFICIAL TO THE GROWTH AND BOTTOM LINE OF THE COMPANY WHILE ALSO ALLOWING ME TO EXPAND MY KNOWLEDGEBASE AND EXPERIENCE

TELECOMMUNICATIONS EXPERIENCE

SOLUTION SUPPORT & IMPLEMENTATION ENGINEER FOR PACKET TELECOM SOLUTIONS, INC.

2005 to Present

Handle complex advanced custom configurations (custom IVRs, routing logic, etc.) for new system deployments, migrations, and upgrades. R&D and document configurations for client network equipment to meet QOS standards. Provide network admin that includes LAN and WAN troubleshooting and resolution. Recommend solutions and upgrades based on findings. Analyze SIP traffic to identify points of congestion or failure as well as providing prioritization. Use tools such as PuTTY, WinSCP, Wireshark, FTP, SysMon, System Status, etc. in troubleshooting, provisioning, and debugging. Utilize ticketing system to provide service request updates in real-time. Configure customer network solutions for multi-VLAN environments. Implement new procedures that expedite and improve ticket resolution. Provide technical support to field engineers. Project management cradle to grave. Generate positive customer feedback. Provide expert support for SIP, VoIP, POTs, PRI, BRI, H323, Analog Stations and Trunks, as well as the codecs H.323, G.711 ULAW, and G.729. Administer VPN users for customers and maintain necessary routers (NetGear, SonicWALL, etc.) Meet SLAs with 4 hour response time on a 24/7 schedule. Configure and maintain Avaya 3500 Series Layer 3 Network Switches. Travel and meet with vendors & clients to grow relationships and discuss new market trends. Provide end-user training after new system installs. Develop training program and documentation for customers. Develop new maintenance agreement structure to allow for further transparency and structure in the SLA department. Develop automated Service request notifications through Tiger Paw CRM. Integrate external databases where necessary for advanced IVR integrations & functionality. Manage DNS resolutions to allow One-X Mobile cellphone applications to function freely. Integrate Voicemail to Email functionality where required. Escalate issues to underlying carriers by providing call detail records from monitoring devices. Creative utilization of resources to resolve customer issues. Work directly with Avaya Backbone Engineers as the "hands onsite" on issue troubleshooting and resolution. Branch Deployments with both central and distributed voicemail. Deploy fully redundant server edition both hardware and virtual.

GALLUP CLIFTON STRENGTHS ASSESSMENT TOP 5 RESULTS

Input

Have a craving to know more. Often enjoy collecting & archiving all kinds of information.

Strategic

Create alternative ways to proceed. Faced with any given scenario, can quickly spot the relevant patterns & issues.

Learner

Have a great desire to learn and want to continuously improve.

Restorative

Adept at dealing with problems. Good at figuring out what is wrong & resolving it.

Context

Relishes in studying about the past. Gains understanding of the present by researching its history.

SOFTWARE DEVELOPMENT SKILLS

Design | Web // Visual // UX // UI

Browser-based Technologies | HTML5 // JavaScript // Java // jQuery // Bootstrap // CSS3 // Git // Node.js // React.js // Express.js // Database Theory // Bookshelf.js // MongoDB // MySQL // CLI // Responsive Design // Handlebars // Firebase // cookies // Heroku // Spring MVC // Security and Session Storage // User Authentication // O-Auth // MERN Stack // SEO // Semantic HTML // and more…

Design Thinking | Prototyping | Research | Project Management

User Testing | Quality Assurance

Computer Science applied to JavaScript | Design patterns & algorithms

Apply "social coding" accepted & best practices. Build frontend sites. Deploy static & dynamic sites to cloud. Implement complex logical conditions to meet objectives. SQL commands. Create full stack Single Page Apps w/AJAX. Work independently & in group on complex projects thru entire dev lifecycle. Troubleshoot & enhance legacy code. Create RESTful APIs using JSON as data format.

Create robust web apps & services in Java using Spring MVC. Create session-based apps utilizing user authorization schemes.

EDUCATION

UCSD
Full Stack Development
I received no less than an A on every assignment and project thus far.
| *Ongoing* |

AVAYA UNIVERSITY
Unified Communications Design, Implementation and Support

NORTHERN ARIZONA UNIVERSITY
General College Education Classes