

Senior Network Analyst

ROBERT SMITH

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Objective

8+ years of experience in IT industry, working experience in providing complete VoIP solution which includes managing, implementing and troubleshooting Voice Network.

Skills

Field ENG Operations, Adobe Premiere Pro, Commercial Production, Microsoft Windows.

Work Experience

Senior Network Analyst

ABC Corporation - May 2008 - October 2011

- Handled the voice network for Bank of America - Merrill Lynch containing around more than 32,000 IP phones.
- Configured call manager features in Cisco unified call manager 4.x, 5.x, 6.x & 7.x Dealing with the configuration of IP phones and issues pertaining to the faulty configuration of IP phones.
- Configured of Cisco IP Phones - Series 7960, 7961, 7962, and 7914 expansion module.
- Integrated and configured of Cisco Call Manager with Cisco Unity Server.
- Configured Single number reach (SNR) feature as per customer requirement.
- Configured of phone button template & Softkey template.
- Worked on Cisco Unity voice mail and Unity connections.

Senior Network Analyst

Delta Corporation - 2006 - 2008

- Supervision of all LAN/WAN connections and equipment for 150 remote dial-in dealers, 17 retail locations and 3 call centers.
- Accountable for installation, maintenance and monitoring of all Cisco routers series 2500, 4000 and 7000, Cisco switches series 3000 and 5000, .
- Managed the forklift upgrade from Decnet (RIP) to Cisco (OSPF) for one regional call center, two Central Offices and 17 retail locations for a .
- Managed local and remote support of network hardware, software, and infrastructure Supported Novell Netware network with computers that were Windows .
- Performed network monitoring, implementation and troubleshooting support for some of Colorados largest banking and retail enterprise networks.
- Responsible for network trend and analysis providing, customers with detailed performance reports ensuring compliance in accordance to prescribed .
- Resolve processing and QOS network trouble tickets including switched access, dedicated access, toll-free, and enhanced services Navigate various .

Education

Bachelor's - 2002(Jhansi, Uttar Pradesh)