

Lisa Jack

[Link to LJ Web Portfolio](#)



CONTACT

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CAREER

Working with UW Hospital and Clinics Unified Comm. team, has prepared me to excell in the area of Unified Communications, and Network technologist.

CISCO SOFTWARE

Cisco Unified Call Manager Administrator
Cisco Unity Connection Administrator
Cisco Unified Intelligent Center
Cisco contact Center enterprise

VoIP / NETWORKING

Knowledge of TCP/IP, subnetting ,
Router and Switch configuration and essentials foundation of H.323, SIP, and MGCP, CIPT 1 & 2- completion
Cisco CCNA Collaboration
Technical support and Trouble shooting

HOBBIES

Martial Arts, biking, Horses, Alchemy
Network Technology
Web design and development

REFERRALS

Available on request.

Background

Over 21 years of hands on extensive experience in the area of Information Science and Technology.

Areas of Focus:

- Computer Science & Information Technology, Technical Support
- Network Archetecture , Cisco Network skilled associate
- Telecommunications , Cisco Unified Communications, CM
- Web Design and Development

Education

Bacholors of Science- SOIS

2013-Current

University of Wisconsin Milwaukee (Part time student/full time Employee)

Madison Area Technical College

Network Technology (Part time student/full time Employee)

2004-2012

Experience

Network Communicaitons Engineer- associate

2013-Current

UW Hospitals and Clinics

- Configure, deploy, and support end user telecom equipment
- Provide end user support on a multitude of cisco applications, ACD, call manager, Unity VM configuration, CCE
- Working with infrastructure components and concepts
- Assit in Octel migration to Cisco, annalog to digital technology conversion
- Monitor performance of VoIP / telecom network equipment
- Monitor Orion for equipment changes
- Project management

Network Engineer

2011-2014

UW Credit Union

- Configure Cisco Routers and Switches – Test configuration, trouble shoot network incompatibilities, monitor, updating IOS's versions on cisco equipment, monitoring traffic between network routers and switches.
- Installation of analog lines from D-mark
- Working independently at remote locations, setting up Routers, switches, servers, power supplies, cabling and configuring, Installing, technically supporting all equipment.
- Inventory hardware, Visio network diagrams, Cisco network assistant tracking tool, monitoring and tracking changes, re-cable, and rack and stack new equipment when needed.
- Organize and manage Roll out of network equipment, workstations, phones, printers and additional peripheral banking equipment.
- Plan and schedule duties related to implementation of network equipment, hardware, software and telecom deployment
- Migration of Cisco CM 8.5 to 10
- Numorus other Network roles and responsibilities, provide upon request