Telecom Analyst/Engineer

Roberto Barcelata

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| Profile | * +18 years as an Administrator, System Analyst and Voice Engineer in Avaya technologies; experience managing and programming ACD call centers for global Fortune 100 financial institutions, lead IT enterprises and high tech companies. * 10 Years of experience managing Avaya CM, S8000 series servers, System Platform, Avaya Gateways and CMS, configuring, upgrading and maintaining hardware, software and trunks as well as supporting end users and call center agents. * 2 years as a Team Project leader, coordinating and overseeing the Voice Network Infrastructure and Call Center for a Fortune 10 company effective management of a group of Telecom engineers physically located in different cities across USA, Mexico and India. * 5 years as a Data Network support engineer with experience on Cisco devices such as routers, switches, Access Points and gateways and 2 years as a Cisco UCM Administrator. * MS. in Teleinformatics. * Bilingual English & Spanish. * CompTIA Convergence+ Certified. |
| Experience | **TEKsystems/CenturyLink**  *Senior Telecomm Engineer* December. 2016 - current Austin, TX   * Manage and maintenance 200+ remote media gateways, T1 circuits, endpoints * System Maintenance, FirmWare and service pack upgrades administrator of S8300 servers acting as LSPs, System platform, G650 and G450 gateways, CM version 6.3. Windows servers. * Troubleshoot and serve as an L2-L3 engineer for trunks, VoIP or TDM related issues and requests. Manage CM with more than 200 remote sites and Voice related servers like Aura Messaging meeting client SLAs.   **CTG/IBM**  *Avaya Telecomm Engineer* September. 2016 – December 2016 Austin, TX   * Configure and support Avaya ACD programming involving VDNs, Agents, Skills on CM and CMS. Troubleshoot and serve as an L2-L3 engineer for VoIP related issues and requests. Manage CM, G450 gateways and Voice related servers like Aura Messaging and Qfiniti for voice recording.   **Verizon/DELL**  *Senior Avaya CM & ACD Engineer* October 2015 – September 2016 *Katy, TX*   * Analyzing 800 numbers (TFN) on Verizon manager tool, at&t Route-it and DELL Avaya CMs, the goal was to move calls from traditional to SIP circuits and change from 5 to 7 digits all the VDNs, working on a cloud environment update changes on CMS and Cisco ICM accomplishing all this without service disruptions analyzing the ACD programming (vectors, VDNs, variables, etc.). * Test TFNs calls using a call generator and softphone, trace calls with Avaya ASA and monitor them on CMS and Search call volumes creating queries on Microsoft SQL.   **Teksystems - JPM Chase**  *Telecomm Analyst-CM software Engineer* June 2013 – Oct. 2015 Houston, TX   * Managing On-boarding projects that involve remote locations, network regions, backup failover servers, 911 Gateways, ARS analysis and subnet maps, analyzing 9 different serving sites that support a large number of remote locations, configuring CM to meet the requirements and making sure no conflict will occur between them. * Remediation analysis to remove or reuse software licenses like IP phones stations, ACD vectors, VDN, announcements, hunt-groups and agent login IDs. * Standard remediation of CORs, system parameters and COS on the different serving sites to make them uniform based on company rules and needs. * Creation of traffic reports and registered IP phones reports, use of provisioning and ASA tool to import data from CM. * Session Manager, creation of sip entities and extensions. * Cisco AS5400 gateway support and administration, check T1s circuit status, dial peers activity, interface configuration. * MAC and maintenance event administrator of IP phones, responsible on failover IP phones from primary server to back-up site. * Session Manager * Service pack and Communication Manager upgrades and installation on Avaya servers.   **Softtek - GE Capital.**  *System* *Analyst/Telecomm Engineer*  May 2004- June 2013 Danbury, CT  Team leader of voice network engineers performing the following tasks:   * Cisco Data network analyst, support engineer on network related problems including Catalyst switches, Routers, VoIP telephony, Access Points, DNS administrator for GE domains, DHCP strings, URL support engineer solving internet limitations or restrictions for end-users. * Experience supporting CUCM system in several locations, extensions and Voice mail setup, MACs and troubleshooting mainly IP phone type Cisco 7960 series. * Manage Avaya telecom devices such as Communications Manager, Media Gateways, Voice mail platforms, CMS servers with the goal of having them in service 99.9% of the production time. * Perform hardware and firmware upgrades on Avaya devices on client’s several locations on CM acting as ESS or LSP mode, boards, gateways, IP phones and applications, * Giving L2 and L3 support for end-users in voice network related requests or issues giving extra value assisting them and excellent service level, replacing hardware, testing equipment, tracing calls with problems, troubleshooting noise, static or other voice related problems within the voice system. * Design and support ACD programming and configuration (VDNs, Vectors, Skills, Agents, Hunt Group) for call centers to help the company meet their goals in terms of customer service efficiency. * Do proactive and preventive work on VoIP technologies with Cisco Call Manager and Avaya devices such as S8700 servers and Media Gateways G450, G700, G650, Switch and Voice mail configuration and operation to meet the client goals of service levels. * Manage and configure Voicemail and Cisco Unified Messaging systems platforms as well as Definity/Intuity Audix, Octel, Modular messaging. * System analyst of traffic routes using ARS, AAR, dial plan, public lists and report creating showing trunk utilization that could lead to expand/decrease decisions.   **Cuprum Imsalum Jul 2002-May 2004 Monterrey, N.L. Mexico**  *Telecomm Support Engineer*   * Technical support for Call Centers programming VDNs, Hunt Groups, Vectoring, IP Phones, etc. support to videoconference users. * Manager of AVAYA Definity and Audix voice mail system, Private Voice Networks manager and maintenance, VoIP telephony. * Internal call billing plans tool, evaluating and implementing plans to save on outgoing calls.   Infrastructure cabling technician  **Alestra at&t of Mexico Mar 1998- Jul 2002 Monterrey, N.L. Mexico**  *Telecomm Support Engineer*   * Responsible of maintenance, supporting and managing the following equipment/areas. AVAYA Definity PBX, Intuity Audix voice mail server, AVAYA Conversant IVR Server, AVAYA CMS as well as Symon wallboards and NICE recording system. * Technical support for Call Centers and videoconference users. * Internal call billing plans (intertel and comview tools), evaluating and implementing cheaper calling plans. * Technical support for telephonic sales recording, Private Voice Network maintenance and  managing (upgrades, network expansions, configuration changes, etc.). |
| Technical/managerial skills. | *Primary Profile:*   * Telecom analyst with expertise on telecommunications devices such as Communication Managers (CM), S8000 series servers, System Platform, Media Gateways, CMS, VoIP, ACD programming, Cisco UCM, Voice mail, Nice, Verizon manager tool, at&t route it,. L2 Support on Cisco Routers, switches and access points troubleshooting and configuring network devices. Experience supporting Enterprises with thousands of phones on hundreds of locations. Consultant of voice networks, administrator of hardware and software related to convergence networks |
| Education | UNIVERSIDAD AUTONOMA DE NUEVO LEON Monterrey, N.L., Mexico  Mathematics and Physics Sciences Faculty  Master Degree in Teleinformatics Aug. 2001  UNIVERSIDAD AUTONOMA DE NUEVO LEON Monterrey, NL, Mexico  Mechanical and Electrical Engineer Faculty  B.S. Communications and Electronic Engineering Dec. 1996 |