

Unified Communications Administrator Unified Communications Administrator Unified Communications Administrator - 8x8, Inc San Jose, CA To obtain a position with a company where my good work ethic, interpersonal skills, and experience will be utilized to help support and resolve technical issues. Work Experience Unified Communications Administrator 8x8, Inc - San Jose, CA July 2018 to Present Evaluate, respond and troubleshoot application and integration issues within a timely, professional, and concise manner using multiple mediums such as telephone, email and screen share sessions Follow appropriate escalation paths with internal department teams by submitting and tracking possible bugs, customization requests, and cloud environment changes Excellent communication and interpersonal skills; proven ability to take initiative and build strong, productive relationships Exercise good judgment and, when unable to resolve issues, proactively raises risks and concerns to project managers/engineering teams Working closely with HR, Facilities, and IT for creating processes for on- and off-boarding internal users, and training the appropriate teams Network Operations Center Engineer 8x8, Inc - San Jose, CA October 2015 to July 2018 Open and track trouble tickets with various Telco's and internet service providers Provide third level support for technical problems escalated from Customer Support Isolating and tracking bugs and gathering technical information for developers Familiarity with Salesforce and CRM Monitoring and resolving fraud related issues Experience with major VoIP protocols and SIP signals Perform routine system maintenance Monitoring the system and network health Work with technical teams to improve strategies that will increase reliability, availability, and uptime for services Implementation Advisor 8x8, Inc - San Jose, CA November 2014 to October 2015 Exceed productivity metrics while enhancing the customer experience Instruct customers on how to effectively utilize the self-service portal Assist new customers with onboarding and system configuration Answer inbound calls and perform troubleshooting steps to resolve customer issues Follow up with customers either via email or phone to ensure customer satisfaction Coordinate and implement site setup for enterprise customers in a timely manner Knowledge and troubleshooting proficiency of Unified Communications, VoIP, and SIP technologies, Cloud computing technologies and concepts, and Contact Center technologies Resolve immediate

escalations to ensure customer satisfaction      Help customers configure telephone extensions, services, and activate equipment      Assist customers in porting numbers from a previous provider to 8x8 IT Help Desk Technician Glencore-Xstrata Recycling - San Jose, CA May 2012 to November 2014 San Jose, CA      May 2012 - November 2014      Produce documentation for IT support procedures and industrial operations      IT support including building, installing, and troubleshooting desktops, laptops, and servers      Experience with: Windows 7, Mac OS, Microsoft Office, and Checkpoint Security      Resolving driver and hardware issues including memory and hard drive replacement      Windows Active Directory administration including user and workstation membership 10/100/1000 Ethernet Networking including making cables and testing T-568B wiring Education General education San Jose State University - San Jose, CA September 2016 San Jose City College - San Jose, CA September 2012 to March 2016 Skills Time management, Excellent verbal and written communication skills, Team player Links <https://www.linkedin.com/in/byerlyjessica> Additional Information Skill Sets      Experience in a fast paced, corporate enterprise environment Team player with positive attitude      Multi-tasking and solving everyday issues with minimal supervision      Strong organizational and time management skills      Excellent verbal and written communication skills      Self-sufficient and works well in teams

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