

Network Specialist II -VOIP Network Specialist II -VOIP Network Specialist II -VOIP - SAVANNAH STATE UNIVERSITY Savannah, GA Network Specialist II with 5+ years of professional corporate experience in networking, VOIP, audio and visual technology, expert and highly familiar with a wide variety of computer hardware, networking, and operating system software. Possess an Associate Degree in Networking and Computer Support. Work Experience Network Specialist II -VOIP SAVANNAH STATE UNIVERSITY - Savannah, GA September 2015 to Present Strong knowledge of Unity and Unity Connections Managed and Maintained Analog fax lines, Voicemails, Auto Attendants, Phone setup, and Alarms/Alerts. Provisioned and Supported Existing infrastructure of Cisco Voice and Call Routing Managed day-to-day client and internal service requests and documented all services performed Working technical knowledge of the VoIP operating systems Works closely with network services teams to ensure proper integration with networking infrastructure VoIP endpoint configuration to meet site specific environmental requirements Research new technologies and problem resolutions Valet PARKING MANAGAEMENT COMPANY - Savannah, GA February 2018 to December 2018 Guess check-in Deliver cars to and from parking garage Inspect vehicles Provide great customer service Fast-paced environment Network Administrator I CAPSTONE LOGISTICS - Norcross, GA June 2014 to January 2018 ShorTel VOIP: voice routing protocols, QoS and maintained network engineering framework Formulated daily status reports on completed tasks and current issues Restore SQL Databases, Remote Helpdesk Support experience Deploy and supporting Servers, Desktops, Laptops and Mobile devices Set up user accounts, permissions and passwords in Microsoft Exchange /Active Directory Hardware repair or replacement for company products, Manage Security threats from unauthorized downloads and emails Experience with daily use of VMware and MDT/WDS Customer Service Representative ASHLEY FURNITURE HOMESTORE - Thomasville, GA August 2012 to May 2013 Interaction with customers in their homes and during store purchases Ensure customer satisfaction Performed in store surveys on company products Education Bachelor Degree in Cybersecurity in Cybersecurity Kennesaw State University - Kennesaw, GA August 2018 to December 2021 Associate Degree in Networking Specialist and Computer Support in Networking

Specialist and Computer Support Ogeechee Technical College - Statesboro, GA May 2013 to June 2014 Skills VOIP, ACTIVE DIRECTORY, CISCO, EXCHANGE, NETWORKING Certifications/Licenses CompTIA A+ July 2014 to Present Additional Information TECHNICAL SKILLS Experience in ShorTel voice over IP system solutions, creating user profiles, managing the database and call grouping Demonstrate extensive technical experience working with large VoIP network using Cisco Voice solutions including CUCM, Unity Connection Voice Mail, CUCIMOC, SCCP, Jabber and SIP Apple Mac OS, Windows 10 and Windows 7 Desktop Operating Systems. Microsoft Windows Servers 2016, 2012R2 & 2008R2. A history of academic and professional success Excellent documentation, presentation, and problem solving skills VLANs, switchport configuration, layer two networking, and QOS Active Directory and Microsoft Exchange Experience with VMware and VM. Expertise in deploying and supporting Servers, Desktops, Laptops and Mobile devices. Excellent verbal, written and analytical skills. Ability to work well in a team environment. Customer service oriented, punctual, self-starter with the ability to work independently. The ability to multitask and work in a fast-paced environment managing multiple projects and clients.

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