

TIER II TEAM LEAD, NETWORK OPERATIONS TIER II TEAM LEAD, NETWORK OPERATIONS

TIER II TEAM LEAD, NETWORK OPERATIONS - TelNet Worldwide Livonia, MI Work Experience

TIER II TEAM LEAD, NETWORK OPERATIONS TelNet Worldwide - Troy, MI September 2018 to Present

Oversaw a Technical Operations team consisting of Tier I and Tier II members. Duties including providing senior technical support, training and mentorship. Provide senior technical support for the speedy and definitive resolution of customer trouble tickets including: hosted PBX, SIP trunking (dynamic registration & IP based authentication), TDM PRI, and networking support including MPLS, static and dynamic routing protocols (BGP, OSPF). Triage multiple issues to identify if a larger impairment is present on the voice and or data networks. Respond to International Revenue Share Fraud cases, by analyzing call traffic via Equinox protector and Transnexus NexOSS. Created internal documentation including technical process and network diagrams.

TelNet Worldwide - Troy, MI NETWORK OPERATIONS TECHNICIAN April 2017 to September 2018

Oversaw critical monitoring of voice and data network core infrastructure. Monitor core network infrastructure including Cisco 7600, Genband, Broadsoft, and Juniper MX960, EX4300 and QFX5100 via SolarWinds, Graylog, and TransNav F10. Install and maintain network equipment for TelNet data center locations. Audit alarm and report logs from network infrastructure to ensure network health. Resolve advanced technical issues for customer and internal systems. Built, tested, and implemented ISUP and VoIP trunk groups with wholesale voice carrier partners.

NODAL NETWORK SYSTEMS OPERATOR AND MAINTAINER Michigan Army National Guard - Taylor, MI November 2009 to May 2018

Manage, administer and oversee deployment of telephony and data networks for brigade sized element. Provided secure network over Warfighter Information Network - Tactical. Section Chief since 2012 and supervisor of five soldiers. Proficient with Cisco Unified Call Manager (CUCM) to manage VoIP network. Proficient with Cisco routers, switches, voice gateway routers, and telephony protocols (SCCP, SIP, H 323, etc.) Establish communication with tactical hub nodes and allow communication services based on mission requirements using OSPFv3 and DMVPN tunneling. Perform quarterly software updates to all Joint Network Node switch components. Experienced with help desk tasks such as phone

support as well as onsite technical support. NETWORK&TELECOMMUNICATIONS ADMINISTRATOR Diplomat - Flint, MI August 2016 to January 2017 Management of the day to day operation of the corporate network and telecommunication systems for a medium sized specialty pharmacy. Maintain, provision, and administer VOIP telephony using the Cisco Unified Call Manager (CUCM). Log calls, create reports, and manage calls using Cisco Unified Contact Center Express (UCCX) Migrate from Cisco Unified Contact Center Express to Interactive Intelligence (ININ) Provide end user support for Interactive Intelligence call center agent. Filter web traffic using ASA firewall and Cisco Iron Port. Maintain, provision, and administer corporate LAN network utilizing Cisco switches, wireless access points and Routers. Provide Tier 2/Tier 3 technical support using Service Now. Diagnose and repair network outages. Develop and implement change management control for repairs and upgrades. SWITCH TECHNICIAN Ericsson - Detroit, MI December 2012 to March 2016 Managed day to day switch operation of wireless and wireline switch equipment for Sprint, a major telecommunications company. Perform provisioning of Cisco 9K routers and Cisco cell site Routers Maintained switch systems and equipment including Nortel DMS-250, Nortel NGVN, Alcatel-Lucent 5ESS, Samsung WSS, and Alcatel-Lucent Plexus 9000. Quickly setup, repaired and troubleshot circuits including Ds1, Ds3, OC3, OC12, and OC48. Performed preventative maintenance for fire suppression systems, auxiliary diesel generators, and site security systems to ensure functionality. Coordinated with other telecom companies to install new trunk groups, circuit activation/disconnects and trouble ticket resolution. Successfully worked with Field Technicians to augment cell site capacity and resolve network impairments. Diagnosed and replaced faulty equipment for switches and transport systems including Tellabs 5500, SONET and DWDM systems. Developed and wrote a new technical procedure to complete power wave antenna swaps for CDMA and LTE cell sites. Part of regular on-call shifts rotation to provide support and ensure network reliability. SWITCH TECHNICIAN Ericsson - Detroit, MI December 2011 to December 2012 Successfully performed above role as contract employee. Skills CISCO, JUNIPER, SS7, TCP, TCP/IP Military Service Branch: Army National Guard Service Country: United States Rank: Sergeant November 2009 to May 2018

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