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# ALAN DIAZ

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PORTFOLIO.ALANDIAZ.COM

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## PROFESSIONAL SUMMARY

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Talented technologist with over 12 years of experience. Proficient in IT solutions with a history of designing and delivering Cisco technologies. Knowledgeable about a wide range of design and testing approaches. Self-directed and motivated who works effectively in a dynamic environment. Expertise in Cisco voice and real time applications, cloud technologies such as Amazon AWS and Google Cloud Platform, Python and Java. Seeking a role building cloud solutions and applications using public cloud platforms.

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## SKILLS

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- Voice and Video IP best practices
- SIP, H.323, MGCP
- CUCM, CUC, IM&P, UCCX
- IOS-based CUBE, Gateways, QoS
- Unified Computing System (UCS) platforms
- Virtualization (VMware)
- Networking: IP, Firewall, NACL,
- datacenter technologies (Nexus 5K/7K)
- AWS Certified Developer Associate
- AWS Certified Solutions Architect Associate
- CCIE Collaboration #27516
- Fluent: English & Spanish

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## WORK HISTORY

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**Senior UC Infrastructure Engineer**, 07/2015 to Current

**JP Morgan Chase** – New York, NY

My role on JPMC's Product Engineering team focuses on the full collaboration lifecycle, certification and innovation of JPMC's core voice and video platforms, which cover both retail and corporate office environments made up of over 250,000 global users.

- Develop design and implementation standards encompassing all UC technologies for the firm.
- Research current industry standard practices, deployments and trends, and determine their impact on the firms short and long term UC architectural vision.

**Senior UC Consultant**, 10/2013 to 07/2015

**Presidio Networked Solutions** – New York, NY

Technical leader providing UC/HCS design and implementation services including Call Control, Session Management, Unified Messaging, Cisco IP video endpoints, and other Collaboration solutions.

- Expert knowledge of technology platforms pertaining to Cisco Hosted Collaboration Solution (HCS) architecture and implementation.
- Primarily responsible for the design and implementation of the Cisco HCS Large Enterprise solution to support up to 50,000 end users built on highly available VCE vBlock datacenters.
- Conducted customer design workshops to identify customer requirements and delivered high & low level detailed design & configuration documentation for HCS management and UC applications.
- Developed system design and implementation standards, based on customer requirements, and feedback from the implementation and internal day2 support team

- Delivered high touch support to various configuration and day2 support of Cisco UCM, Unity Connection, IM and Presence (Jabber), Voice Gateways and UCCX technologies.
- Designed and deployed multi-site UC solutions to support 5000+ end users running on VMware virtualized environments and Cisco UCS servers.

#### **Cisco Solutions QA Engineer**, 01/2008 to 05/2011

##### **Cisco Systems – RTP, NC**

Provided solution validation services related to voice and video for the Cisco Hosted Collaboration Solution (a hosted UC offering). Specializing in Unified Domain Manager, Unified Session Management, Unified Communications Manager, Unity Connection and other UC applications as well as a host of voice and video endpoints.

- Collaborated with cross-functional teams; solution architects, software developers and product management to understand solutions and architecture requirements to develop, manage, and execute test plans related to the HCS solution.
- Technical leader configuring and testing collaboration hosted services and features deployed virtually over UCS platforms connected to secured, reliable and scalable Cisco datacenter architectures.
- Influenced the direction of the HCS technologies by providing design and configuration improvements by identifying defects and limitations.
- UC team lead for HCS test cycles acting as a mentor, team builder, decision maker and individual contributor.
- Built and maintained test bed environments including Cisco datacenter infrastructures, IP routing, and virtualized applications.
- Cisco Live speaker at US 2012, London 2012 and Australia 2013 events presenting on HCS.

#### **UC Network Consulting Engineer**, 02/2008 to 01/2011

##### **Cisco Systems, Advanced Services – RTP, NC**

Delivered global enterprise Cisco Collaboration architectures and services incorporating a subset of products from the Cisco collaboration portfolio. Primary trusted advisor responsible for providing consultative, complex, highly available, secure centralized and distributed solutions to multiple voice and video projects.

- Engineering lead in providing CUCM, CUC, IM&P, UCCX planning, design, optimization and migration services.
- Developed customer specific solution recommendations and documentation, high level designs, test plans, methods and procedures.
- Enhanced the technical staff of my customers understanding of various collaboration technologies by creating and delivering user-friendly material for group and individual training.

#### **Network Field Engineer**, 02/2006 to 01/2008

##### **Computer Equipment Services – Bay Shore, NY**

Provided technical solutions and supported organizations with diverse environments including help desk and managed IT services for small to medium size businesses. Maintained knowledge and competency in all desktop related technologies. Developed excellent analytical and problem-solving techniques by troubleshooting software and hardware issues. Maintained technical documentation for internal and external publication

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### EDUCATION

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**Bachelor of Science:** Network and Communications Management, 2/2006

**DeVry University** - Long Island, New York

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### CERTIFICATIONS

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AWS Certified Developer Associate

AWS Certified Solutions Architect Associate

CCIE # 27615