ALAN DIAZ

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Collaboration/VoIP Engineer

CCIE Collaboration #27516 certified with 10 years of success within Unified Communications & Collaboration architecture positions. Strong focus on building a consultative trusted advisor relationship by providing architecture strategies, designs, and the delivery of business transformation value that solves customer business problems.

Areas of Expertise:

- **SIP, H.323, MGCP**
- **Cisco Unified Communications Manager (CUCM)**
- **Cisco Unity Connection (CUC)**
- **Cisco Unified IM & Presence**
- **Cisco Unified Contact Center Express (UCCX)**
- **CME/CUE**
- **Dial Plan (Call routing design & troubleshooting)**

- **IP Telephony best practices**
- **IOS-based voice technologies, QoS**
- **CUBE, Voice Gateways and Gatekeepers**
- **Unified Computing System (UCS) platforms**
- **Virtualization (VMware)**
- **Datacenter technologies (Nexus 5K/7K)**
- **IP Routing (OSPF, EIGRP, BGP)**

Professional Experience

JP Morgan Chase | New York, NY
Sr. UC Lead Engineer, 07/2015 – Present

My role on JPMC's Product Engineering team focuses on the full UC&C lifecycle, certification and innovation of JPMC's core UC 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
- Evaluate, pilot and design new technology for CUCM, CUC, IM&P, Jabber, UCS chassis, including but not limited to:
    - UC migrations to 10.5 and 11.5 versions
    - Virtualization solutions using UCS C-Series Chassis and VMWare ESXi
    - Call routing enhancements, TEHO, EMCC
    - Voice recording integration with NICE technologies
    - Extension mobility cross cluster designs enabling user mobility
    - Support for Cisco Emergency Responder integrations
    - Cisco Jabber in phone mode only for desktop and mobile platforms
    - Cisco endpoints readiness validation; 8865 video and 8851 endpoints

Presidio Networked Solutions | New York, NY
Sr. UC Consultant, 11/2013 – 07/2015

Technical HCS/UC lead providing design and implementation services including Call Control, Cisco IP phones, Unified Messaging, and other Collaboration solutions.

- 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 30,000 end users built on high available VCE vBlock datacenters
  - Conduct customer design workshops to identify customer requirements
  - Produce high & low level detailed design & configuration documentation for HCS management and UC applications
  - Perform virtual machine capacity engineering for the allocation and distribution of HCS applications on Cisco UCS B-Series compute and VNX tiered storage systems
- Develop system design and implementation standards, based on customer requirements, and feedback from the implementation and internal day2 support team
- QA review of team member's work to ensure the implementation standards are being adhered to and communication of any discrepancies with respective engineers
- Lead and engage in various configuration and day2 support of Cisco UCM, Unity Connection, IM and Presence (Jabber), Voice Gateways and UCCX technologies
  - Design and deploy multi-site UC solutions to support 5000+ end users running on VMware virtualized environments and Cisco UCS servers
- Provide pre-sales support for HCS and UC technical discussions and workshops
- Work collaboratively with Presidio and Cisco counterparts including but not limited to Data Center teams, Project Management, Pre-Sales and key decision makers to align client's business requirements with technology solutions

Cisco Systems (SDU) I RTP, NC
Cisco Solutions Test Engineer, 6/2011 – 10/2013
SDU is a Cisco solution test organization focused on validating complex, multi-platform solutions architected to meet customer requirements.

Develop, manage, execute and verify test plans for the Cisco Hosted Collaboration Solution (UC Cloud Offering). Working closely with the UC/Collaboration applications available in the HCS solution. Configuring and testing collaboration cloud services and features deployed virtually over UCS platforms connected to secured, reliable and scalable Cisco datacenter architectures.

Key Responsibilities:
- UC team lead for HCS test cycles acting as a mentor, team builder, decision maker and individual contributor.
- Build test bed environments to perform validation of HCS deployments, designs, services and features. Includes Cisco datacenter infrastructures, IP routing, virtualized UC and management applications.
- Influence the direction of the HCS technologies by providing design and configuration improvements by identifying defects and limitations.
- Develop comprehensive test plans and implement test cases within a defined scope for the HCS releases.
- Strong understanding of the Cisco Unified Communications Domain Manager (CUCDM) – UC Provisioning Tool.
- Continually improving the CUCDM product/solution by filing quality defects and enhancements.
- Identify, troubleshoot and resolve various solution problems using multiple tools (i.e. wireshark, logs, documentation).
- Provide mentoring and training to junior engineers on solution/debugging/tasks
- Write and deliver technical solution TOI's, solution documentation, and Cisco Live sessions.
- Ongoing collaboration with cross-functional teams; solution architects, software developers and managers to understand solutions and architecture requirements.
- Cisco Live speaker at US, London and Australia events presenting on HCS.

Cisco Systems (Advanced Services) | RTP, NC
UC Network Consulting Engineer, 1/2008 – 5/2011

Managed the delivery of Cisco UC services and solutions to enterprise clients. Primary technical contact responsible for providing consultative, proactive and reactive support. Ensured technical and functional designs met business requirements.

Key Responsibilities:
- Served as a network engineer lead in providing UC network optimization, migration, and planning and design services. Managing projects from business requirements analysis, validating solutions, performance tuning to system upgrades:
    - Identify & Document Design Specific Risks
    - Develop Solution and End User Requirements Questionnaire(s)
    - Support the development of High Level Designs (HLD)
    - Develop UC Solution Specific Lab Test Plans including Procedures & Processes
- Preformed network audits using internal tools capturing UC network as-is configurations and performance functionality. Provided recommendations that helped my clients enhance their network performance and scalability concerns.
- Provided pre and post engineering consulting to CUCM and UCCX upgrades. Which involved developing procedural documentation, software bug scrub analysis, and validation in testing environment.

- Contributed to the development of Cisco Systems Intellectual Capital by creating technical documentation on design, implementation, and service deliver methods and procedures.
- Enhanced the technical staff of my customers understanding of various UC technologies by conducting knowledge transfer sessions, delivering group and individual training and creating user-friendly training materials.

Computer Equipment Services, Bay Shore, NY
Network Field Engineer, 2/2006 – 1/2008

Provided reactive PC/server/network support to organizations with diverse technical environments.

Key Responsibilities:
- Provided technical support to various network/computer outages, helped reduce network downtime as well as provide network improvements to avoid future issues.
- Performed network traffic analysis on individual network segments using tools such as wireshark.
- Built and maintained networks environment for client/server communication.
- Provided Server and desktop support: Active Directory (LDAP) maintenance & troubleshooting, backup software, general server OS/network troubleshooting.

Education & Credentials

Bachelor of Science in Network and Communications Management   **2/2006**
DeVry University, Long Island City, New York

- CCIE Collaboration #27615
- CCNP Routing and Switching

Cisco Live Speaker for HCS Educational Sessions   **2012-2013**
US, London, Australia
Developed and presented 8hr HCS instructor-led labs for attendees to get hands-on and theoretical knowledge for deploying HCS. The lab provided exposure to provisioning HCS customers from the centralized management applications (CUCDM) with end-to-end cloud-based voice, video, voicemail, presence, and IM services.