

Chris Townsend

ctowns5@protonmail.com 303.378.0445 Colorado Springs,CO www.linkedin.com/in/townsend-chris

UC/VTC Solution Consultant

Experienced Solutions Consultant with a demonstrated history of working in the telecommunications industry. Strong consulting professional skilled in video infrastructure products. Great depth of knowledge in voice and video systems as well as strong working IT knowledge across the data center. Passionate about continuous learning of new products and providing outstanding support to customers. Enjoy mentoring and sharing technical expertise with others.

Video Conferencing | Ethernet | Linux | ISDN

Technology and Platform Expertise

Operating System:	Windows, Linux, OSX, Solaris
Virtualization:	VMWare, hyper-V
Collaboration systems:	Poly, Pexip, Microsoft, Zoom
Protocols:	SIP, h.320, h.323, TCP/IP

EXPERIENCE

Make4Covid, Colorado 2020-

Volunteer,
3D printing PPE for healthcare workers and first responders. <https://make4covid.co/>

Poly 1991-2021

UC Deployment engineer, 2020-2021

Remotely implementing UC solutions for customers. This was a combination of the Field service Engineer and Solution consultant roles listed below.

Solution Consultant, 2015 – 2019

Worked closely with project managers, field engineers, sales and customers to plan and implement conferencing infrastructure projects. Projects were often integrated with Microsoft Skype for business and or teams.

- Working remotely with multiple systems, troubleshooting and coordinating with all parties involved on several projects at a time.
- Primary technical resource for 2 project managers on all of their projects

- Supported field engineers on projects and managed escalations to engineering if needed.

Field Service Engineer / Technical Team Lead, 1997– 2015

- Responsible for installation and integration of complex conferencing infrastructure projects.
- First line of support for all other North American field engineers.
- Organized and led field service technical summits where team members could learn new products and best practices.

System Test Technician / Electromechanical Assembly, 1991 – 1997

- Assembled and tested audio conferencing systems prior to shipment.
- Implemented new test procedures and quality control processes to improve overall product quality.

Certification / Training

Zoom partner certifications
 CVE, PCVE, WCNA, VCA
 SUN certified system administrator
 SUN certified network administrator

Relevant coursework

Ft Lewis College, Arapaho community college

Redhat,

VMWare

Microsoft

Cisco

Project Sherpa / psprinciples