**Eufemio Perez**  
144 Hillcrest Place   
North Bergen, NJ  
Tel: (973) 224-3307  
Email: [toshibaengineer@hotmail.com](mailto:toshibaengineer@hotmail.com) Website: [Eufemioperez.com](https://eufemio.github.io/)

**Summary**  
  
Results driven Project Manager with a diverse background in communications project management/Programming and voice system management. Managing team goals efficiently in a team environment to ensure up to date and efficient implementation strategies are incorporated into each delivery. Achieved company cost savings by internally resolving operational issues and being mindful of labor hours in order to complete under the allotted hours to allow for higher profit margins and leveraging programming knowledge that otherwise would have been outsourced. Strong customer service focus and ability to build strong relationships with the client resulting in a higher satisfaction level and upsales. Experienced working in fast-paced environments demanding strong organizational, technical, and interpersonal skills.

**Career History**

|  |  |
| --- | --- |
| TDNYC, New York, NY | 2014 - Present |
| **Operations Manager** Responsible for managing Small,Medium to Large Installations of many cross platform communications solutions involving servers,switches and routers,cabling,cameras. Provide troubleshooting expertise for any voice network related issue. Manage vendor and client relationships for all technical projects. Support of Avaya/Toshiba/Hosted PBX’s and voice processing servers including those running in a virtual environment using VMware. | |

\* Coordinated and managed local vendors throughout the United states for installations & service of Phone systems/Cameras/Voice & Data Cabling/Card Access/POS/Managed Services/ installations of voice & data circuits MPLS for National accounts.

\* Manage Implementation of Cisco network backbone nationwide; layer 3 switches, routers & AP’s

\* Created accounts, generated and applied VMware licensing to virtual servers.

\* Spun up virtual servers using Images where needed.

\* Worked with Toshiba/Avaya/Polycom/Cisco to get all hardware and software maintenance up to date and upgraded to latest version.  
\* Work in a team to get network ready for Multi site Voice installs.

\* Programmed complex multi site voice networks with Centralized Voice processing.

\* Work with Hosted provider to design/program and implement Hosted voice and data solutions.

\* Procured equipment for voice or data installations, creating P.O’s and ordered all equipment necessary for the project.

\* Bench tested all servers/routers/switches and phones, assured all phones were upgraded to the latest version and tested before being deployed.

\* Upgraded remote sites via MPLS/VPN or Point to Point.

\* Work with all levels of management/ Executives to complete projects and assist with specific requests.

\* Assisted Sales person in designing and upselling the voice solution.

\* Programmed Hosted Phone system VIA Hosted Portal

\* Program and install Polycom family of hosted phones,VVX300,VVX400,CNF7000 series phones.

\* Trained Techs on Programming Hybrid and full I.P PBX’s Toshiba/Avaya/Hosted

\* Assisted Techs remotely via Go To Assist or Team viewer by taking over their PC’s

\* Managed Service dept before being promoted to Project manager, I was responsible for the daily schedule,dispatching techs and managing service orders.

\* Open Service order using Tigerpaw, When tech completes read and close, open follow up if needed.

\* Create PO’s and order equipment from vendors, negotiated pricing and shipping fees.

\* Introduced weekly Project meetings, a dress code & service procedures for the techs.

\* Read floor plans in order to determine where voice/data drops go.

\* Created Viso for Voice/Data Equipment

\* Coordinated installs of voice and data circuits, PRI’s,T1’s,MPLS,SIP with the carriers.

|  |  |
| --- | --- |
| ISGMetro Denville, NJ | 2007 - 2014 |
| **Installations/Service Manager** Responsible for all Installations, from design,to Programming, installation & Training. Managed all installs and techs, Managed all service calls and dispatched techs. Designed/Programmed/Installed/Managed and maintained the family of Toshiba and Avaya Voice product line, from Hybrid PBX systems to full VOIP systems running VMware and switches. Provided Design, Programming, Implementation,Training,Service,Sales engineering,troubleshooting expertise for any voice network related issue. | |

\* Implemented Multi site VoIP solutions from Ny to California,China,India,Bahamas etc

\* Coordinated installs of voice and data circuits, PRI’s,T1’s,MPLS,SIP  
\* Implemented large phone systems with 3/400 users sometimes spread over multiple floors or multiple sites sometimes across multiple States/Countries.

\* Maintain documentation on each aspect of the project to ensure that all aspects of the project are completed on time.  
\* Relocated of all HQ1 data center equipment to HQ2. Worked with all divisions of IT to coordinate and move equipment.

\* Enabled QoS (Quality of Service) in the Phone system and worked with the I.T vendor to implement it on the data network when working in a full Voip environment to enable prioritization of voice traffic.  
\* Programmed and installed Toshiba ACD for call centers.

\* Created documentation for both policies and procedures.

|  |  |
| --- | --- |
| N.B.S Network Billing Systems/ Interconnect Services Group, Wayne, NJ | 2005 - 2007 |
| Lead Tech  Responsible for programming,installing and servicing Toshiba and Telrad Phone Systems, | |

\* Coordinated installs of Toshiba and Telrad PBX systems

\* Programmed & serviced Toshiba and Telrad Hybrid Phone systems

\* Read floor plans

\* Installed terminated,labeled and tested Cat 3/5e/6/25,50,100pair & Fiber.

\* Worked with my manager to implement the new NBS hosted Phone system.

|  |  |
| --- | --- |
| Compu Phone Voice and Data Brooklyn, NY | 1999 - 2005 |
| **Installations Tech** Responsible for Installations and service of Toshiba phone systems. | |

\* Installed and serviced Toshiba phone systems  
\* Read floor plans for large wiring jobs.  
\* Installed terminated,labeled and tested Cat 3/5e/6/25,50,100pair

**Professional Development**  
\* List of Certifications can be found at Eufemioperez.com

**Networking / Voice**   
 \* Hosted PBX Using Cisco POE switches & Routers  
 \* Avaya Hybrid PBX system  
 \* Avaya Full IP systems, Server edition   
 \* Toshiba Hybrid PBX Systems  
 \* Toshiba Full IPEdge Systems ( VMware )