Charlotte Martin

VoIP Network Engineer

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(123) 456-7890

Boca Raton, FL

LinkedIn

WORK EXPERIENCE

ADT Inc.

VoIP Network Engineer

Boca Raton, FL | 2023 - current

- Managed H.323 protocol to support audio, video, and data communication, ensuring seamless interoperability across 1,308 VoIP devices
- Spearheaded the deployment of Cisco VG Series Gateways, **enabling 357 legacy analog devices to transition to IP communication and reducing costs by $11,064 per year**
- Evaluated and optimized Polycom VVX Series systems, improving voice quality by reducing packet loss in 122+ business endpoints
- Analyzed call data using Wireshark, identifying and resolving 49 instances of jitter for key clients in under 48 hours

HCA Healthcare

VoIP Technician

Tampa, FL | 2019 - 2023

- Organized Zoiper softphone installations for telehealth services, enabling 68 medical professionals to conduct remote consultations seamlessly
- Upgraded VoIP infrastructure with Audiocodes SBC, **boosting network security by 38% and preventing over 1,826 monthly denial-of-service (DoS) attacks**
- Implemented security enhancements with Fortinet FortiGate, reducing VoIP network vulnerability by 38%, thus safeguarding patient data during calls
- Enhanced patient communication systems with Cisco VG Series Gateways, improving patient-to-nurse call clarity and reducing call-back rates by 18%

Florida Power & Light Company

IT Support Specialist

Juno Beach, FL | 2016 - 2019

- Designed call flow structures with Cisco Prime Collaboration to optimize internal communications, reducing project lead times by 14%
- Oversaw the rollout of Polycom VVX Series devices, standardizing communication tools across 16 departments and increasing call quality ratings to 4.8/5
- Harvested and analyzed traffic data via VoIPmonitor, improving overall network efficiency and decreasing call setup times by 9 seconds per call
- Led a call traffic analysis with Wireshark, **resolving 52 weekly call quality issues and reducing internal helpdesk tickets by 17%**

SKILLS

- H.323
- Zoiper
- Polycom VVX Series
- Cisco VG Series Gateways
- Wireshark
- Audiocodes SBC
- Microsoft Teams
- Fortinet FortiGate
- VoIPmonitor
- Cisco Prime Collaboration

EDUCATION

Bachelor of Science Computer Science

University of Florida

2012 - 2016

Gainesville, FL