

# Saeed Syed

## UC Support Engineer - Nationwide Insurance

Burlington, NJ - Email me on Indeed: [indeed.com/r/Saeed-Syed/1b2140551a7a198f](https://www.indeed.com/r/Saeed-Syed/1b2140551a7a198f)

Talented, enthusiastic and self-motivated IT Engineer with background in Network Support Services while providing technical assistance to computer system users. Answer questions and resolve computer problems for clients in person, via telephone or from remote location. Maintenance of VoIP and Cisco IP telephony products for organizations. This includes providing technical support and training for employees or customers who use these systems. Also provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### UC Support Engineer

Nationwide Insurance - Harleysville, PA - July 2013 to Present

- Creation of user accounts and providing instructions to users for the use of IP telephony via e-mail and telephone.
- Troubleshoot UCCX & CUCM issues.
- Customize and configure line setting per user's request.
- Assist customer with their pilot projects and maintain Cisco Unified Communication Licensing.
- Assign Unified CCX Extensions to agents in UCCX 8.5.
- Assign Resource Groups and Skills to Agents in UCCX 8.5.
- Create Skills, Resource Agent Groups, Contact Service Queues, Resource Group CSQ in UCCX 8.5.
- Administrate Cisco Unified Call Manager v 8.5., Cisco Unity Connection v 8.5, Cisco Unified Enterprise Attendant Console v 8.5.
- Manage Inova Marquee Solutions
- Manage Cisco Work Force Management

#### Voice Engineer

Verizon - Piscataway, NJ - May 2011 to July 2012

- Provide onsite support to 6000 end users in North and South America with their daily telephony issues.
- Creation of user accounts and providing instructions to users for the use of IP telephony via e-mail and telephone.
- Experience troubleshooting existing IP telephony issues.
- Customize and configure line setting per user's request.
- Assist customer with their pilot projects and maintain Cisco Unified Communication Licensing.
- Provide support for Cisco Unity Express & Cisco Call Manager Express.
- Assign Unified CCX Extensions to agents in UCCX
- Assign Resource Groups and Skills to Agents in UCCX
- Create Skills, Resource Agent Groups, Contact Service Queues, Resource Group CSQ in UCCX
- Create Teams and Make Assignments
- Manage and log tickets related to IP telephony in GSK Remedy System (GSK Support Console).
- Trained on ITILV3.

- Provide initial trouble shooting with all IPT Gateway issues. Advise customer to resolve their additional issues while being an onsite contact person available for 24/7 (Verizon NOC Support) in case of emergency.

### **Computer Support Specialist**

MPL Systems - Conshohocken, PA - February 2011 to April 2011

- Inventory management: replenishing revolving inventory with incoming equipment, checking out hardware for deployment, monitoring inventory thresholds, notifying management of inventory issues in a timely manner.
- Apply base image: may use manual or semi-automated processes and utilities.
- Schedule deployment appointments with users and/or department administrators.
- Install supplemental software packages: for non-imaged software.
- Test system readiness for deployment.
- End user/profile configuration: email, printers, file share drives, etc.
- Capture image of old desktop.
- Migrate system data from old desktop to new desktop: may use manual or automated utilities.
- Physically delivery new desktop to user.
- Physically retrieve old desktop from user.
- Data destruction of old desktop drives.
- Disposal and/or recycling of old desktop equipment.
- Follow up with user to ensure new desktop is working and data/configuration is correct.
- Escalate issues, problems, and customer concerns to Desktop Systems Manager and Project Manager as needed in timely, proactive manner.

### **Field PC Support Representative**

Worldwide Tech Services - Philadelphia, PA - August 2006 to February 2007

- Install basic operating system software including Windows XP, Windows Vista and Windows 7
- Perform backups and diagnose malfunctioning IBM and Dell laptops and desktops
- Repair hardware problems and software configurations
- Install and test PCs for clients at their residence or place of business.

### **PC Refresh Team Technician**

Bravotech - King of Prussia, PA - July 2006 to August 2006

- Installed software and made upgrades to the computers as per customer's request.
- Staging of new equipment, deployment of new equipment, collection of old assets, and data wiping of old assets.

### **Field PC Support Technician**

BancTec Corporation - Bensalem, PA - February 2002 to January 2006

- Dell Certified Technician on various Dell Products, including home desktop computers and personal notebooks.
- Service of computers for hardware and software problems.
- Installation of new systems for Dell, Compaq-HP, Micron, and other third party calls.
- Experience performing system installations, data migration, hardware upgrades, repairs, and warranty service, perform installations of wireless networks.
- Strong hardware and software background - able to diagnose and identify hardware problems and address software issues.
- Certified Technician on various printer models including Dell, Lexmark, and HP.
- Experienced and knowledgeable on various Operating Systems including: Windows 98, Windows 2000, Windows Millennium, Windows NT, and Windows XP.
- Experience in various Microsoft Office Applications.

## SKILLS

Cisco CUCM (4 years), Cisco UCCX (2 years)

## CERTIFICATIONS

### **CompTIA A+**

## ADDITIONAL INFORMATION

- Experience with VoIP and IP Telephony Systems.
- Provide analysis and troubleshooting for the Cisco Unified Communications platform, and associated products and technology. These include Cisco Call Manager Version 6.1(5) Version 8.5, Cisco CME Version 7.0, Cisco Unity Express Version 7.0, Cisco Unity Connection Version 8.5, Cisco UCCX Version 8.5, Cisco Unified Enterprise Attendant Console Version 8.5
- Ability to teach and train others, including end user sessions and training to helpdesk staff.
- Problem Resolution: Provide initial investigation, troubleshooting, diagnosis, and assist in providing resolution to existing voice environment
- Solid Working knowledge / hands on experience with the installation, setup and configuration of Cisco IP phones
- Excellent troubleshooting and customer service skills. Always meet or exceed customer expectations.
- Strong knowledge of PC based software and hardware applications.
- Ability to install and maintain network cables and hardware.
- Working knowledge of servers and printers.
- Proficient knowledge of PC maintenance, company authorized hardware and software and company operations.
- Excellent knowledge of existing as well as new systems.
- Demonstrated ability to work in a team environment with strong interpersonal skills and a positive attitude toward sharing expertise and assisting others to learn.
- Ability to work independently under strict timelines, providing client-focused results