

Allan Starr

Avaya Engineer

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WORK EXPERIENCE

Field Service Engineer

Beckman Coulter Incorporated - June 2012 to Present

Installation and maintenance of laboratory diagnostic equipment

- Troubleshooting of mechanical, electrical, and software issues of blood analyzers
- Work closely with the customer to address any concerns with their analyzers
- Manage equipment inventory
- LAN troubleshooting

Communications Technician / Lead Technician

Verizon - 2005 to June 2012

Daily onsite and remote support for Avaya enterprise phone and voicemail solutions

- Resolved alarms and outages in the PBX and voicemail systems
- Managed the telecom team of technicians, workflow, and escalations to meet SLAs for daily MAC and trouble tickets
- Single point of contact for all telephony requests
- Project management
- Performed hardware and software upgrades on the phone and voicemail equipment
- Call center support
- Completed monthly PMs on PBX and voicemail equipment
- Audio Visual support
- On call support

Project Manager

TTM Inc - 2000 to 2005

Surveyed, quoted, and managed the installation of phone and data cabling

- Coordinated Large scale moves
- Managed crews of up to 6 technicians

Lead Technician

- Distribute the daily workload among the technicians
- Installation, terminating, and testing of cat3 cat5, cat5e, and cat6 cable
- Installation and testing of fiber optic cable
- Design and build out of communications closets
- Assisted the customer's IT department in troubleshooting network issues

Field Technician

- Installation and troubleshooting of DSL circuits
- Installation and troubleshooting of voice and data cabling

EDUCATION

Associates in Electronics Engineering Technology

CHI Institute - Broomall, PA

1998 to 2000

High School Diploma

Garnet Valley High School - Glen Mills, PA

1994 to 1998

SKILLS

> Avaya Certified Specialist - Implement IP telephony > Avaya G3R installation and maintenance > Avaya CMS installation and maintenance > Avaya Implement Session initiation protocol > Avaya Modular Messaging implementation and administration > Verizon customer satisfaction award