

## Kurt W. Pasewaldt

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### VoIP & Data Networking Specialist

A VoIP and Data Networking Engineer with over 20 years of experience designing, deploying, and supporting complex voice and data infrastructures. Proven knowledge in SIP, SBCs, and data networks across enterprise and carrier-grade environments. Adept at troubleshooting, process optimization, and cross-functional collaboration. Recognized technical leadership, customer-focused solutions, and mentoring high-performing teams. Passionate about leveraging emerging technologies to drive operational excellence and innovation.

### Technical Skills

#### VoIP & Telephony Systems:

AudioCodes (M500, M800, M1000, M4000, OVoC Manager), Innomedia ESBC (9378, 10k), BroadWorks Registrar, Cisco MPP 88XX, Polycom VVX240/450, Asterisk, Cisco Call Manager Express

#### Networking & Infrastructure:

TCP/IP, LAN/WAN, Ethernet, Cisco (ASA5505/20, 7609, 7200, 2610, 2620, 2950T, 6500, 2400, 2900, 5300, 5350), Ciena (3920/3930), Accedian Metro/Ether NIDs, ZyXEL Security Appliances, Linux

#### Signaling Protocols:

SIP, T.38, E1/T1, DS3, ISDN

#### Hardware & SBCs:

NexTone/NextPoint SBC, Genband SR-3 LCR, RouteNGN, Dialogic IMG, Nuera Softswitch, Meta Service Assurance Server, Genband Q20/Q10/QFlex eSBC

#### Testing & Monitoring Tools:

Wireshark, Abacus, Agilent Advisor & Voice Quality Tester, Shunra Storm, INET Spectra/Spectra2, iBOOT, EV-DO, Nagios, Cacti, NTOP, Visio, SolarWinds NMS, Spiceworks, Splunk, NetOMNIA, BridgeTrak, OcularIP

#### Current & Past Programming & Scripting:

Python, Bash, JavaScript, PHP & MySQL

#### Certifications & Professional Development

JNCIA (Current), CCNA, CCNP, Netone Certified Engineer

#### Applications:

MS Office Suite, MS Outlook, Draw.io, MS Exchange

### Professional Experience

#### Spectrum Enterprise — *Managed Service Voice Trunking Engineer (NEIII)*

Charlotte, NC | Nov 2017 – Present

- Maintain and support Linux servers to centralize SIP logs and syslogs for cross-team troubleshooting.

- Provision and troubleshoot PRI and SIP voice gateways (AudioCodes M500/M800/M1000/M4000, Cisco 2900/2400, Innomedia ESBC).
- Configure BroadWorks Registrar features for high-capacity trunking customers.
- Collaborate with field technicians for onsite gateway replacements and diagnostics.
- Lead resolution of customer-reported issues, engaging internal teams and third-party vendors.
- Apply advanced networking knowledge to isolate issues in multi-network environments.
- Interface with vendors to resolve firmware bugs and configuration challenges.
- Provide direct customer support for call flow and voice quality issues.

#### **Genband — *Operations Engineer, SBC Global Product Support***

**Huntersville, NC | Dec 2016 – Nov 2017**

- Provisioned and maintained GENBAND QUANTIX SBC (formerly S3).
- Resolved customer-reported issues and supported trial deployments via sales teams.
- Collaborated with GENBAND support teams to escalate and resolve complex issues.
- Developed operational processes to improve support efficiency and consistency.

#### **Genband — *Operations Engineer, Nuvia Cloud Services***

**Huntersville, NC | Oct 2014 – Dec 2016**

- Managed provisioning and troubleshooting of GENBAND QUANTIX SBCs for hosted and production environments.
- Handled onboarding and termination of customers and trial accounts.
- Worked across multi-network environments to isolate and resolve issues.
- Contributed to process development for operations and customer support.

#### **Genband — *Senior Deployment Support Specialist***

**Huntersville, NC | Jun 2013 – Oct 2014**

- Analyzed VoIP issues and led investigations to identify root causes and solutions.
- Provided updates and documentation to internal and external stakeholders.
- Delivered training and consultation to deployment engineers and support teams.
- Escalated product defects and design issues to GENBAND Product Support.

#### **Conterra Broadband Networks (*via Tek Systems*) — *Network Engineer***

**Charlotte, NC | Nov 2012 – Jun 2013**

- Turned up cell site broadband networks using DSL and EV-DO wireless access.
- Pre-staged and verified network equipment (Ciena switches, ZyXEL firewalls, NEC/Aviat radios).
- Performed firmware upgrades and troubleshooting during site activation.
- Conducted benchmarking tests and updated documentation in NetOMNIA, BridgeTrak, and OcularIP.
- Created and maintained Visio network diagrams and procedural documentation.

### **Covista Communications — *Solutions Engineer***

**Huntersville, NC | Jul 2008 – Sep 2012**

- Evaluated emerging technologies to improve efficiency, reduce costs, and enhance customer satisfaction.
- Recommended voice/data network investments based on performance assessments and future scalability.
- Troubleshoot production of VoIP and data networks for Covista and General Telecom.
- Led development of fraud prevention policies for domestic and international traffic.
- Managed Covista's IP data network and SNMP monitoring systems (Nagios, SolarWinds).
- Provided Tier III support to TAC and NOC teams; resolved escalated technical issues via RT ticketing system.
- Delivered training to internal teams and customers on deployed products and solutions.
- Designed complex internal solutions using General Telecom, Dialogic, Genband (NextPoint), and other vendor technologies.
- Advised management on CoLo upgrades and infrastructure improvements.
- Certified VoIP products prior to production deployment.
- Supported sales teams with technical consultation and customer presentations.
- Led deployment planning including IP network design, SIP/H.323 call flows, dial plans, and billing mediation.
- Mentored junior engineers and provided leadership for the core networking team.

### **NextPoint Networks (formerly NexTone Communications) — *Solutions Engineer***

**Huntersville, NC | Oct 2006 – Jun 2008**

- Designed customer solutions using NextPoint SBCs and related technologies.
- Provided technical consultation to sales teams, partners, and customers to support sales objectives.
- Conducted deployment planning and technical presentations covering IP network design, SIP/H.323 call flows, and billing mediation.
- Led proof-of-concept testing and implemented strategies to meet customer technical needs.
- Identified best practices in software architecture and supported development teams with implementation.

### **Net2Phone – N2P Labs — *Senior VoIP Engineer***

**West Long Branch, NJ | Oct 2000 – Aug 2006**

- Certified VoIP applications and communication software for production environments.
- Designed and maintained PoPs and IP PBX solutions.
- Supervised engineering teams and supported development and production operations.
- Managed Engineering Certification Lab and created testing environments for performance validation.
- Led strategic planning, project implementation, and budget management.
- Coordinated LAN/WAN setups, circuit installations, and facility relocations.

## Education

- **Bachelor of Arts in Computer Science**  
New Jersey Institute of Technology, Newark, NJ  
(160 Credit Hours)
- **Associate of Science in Chemistry**  
Brookdale Community College, Lincroft, NJ