NETWORK CONVERGENCE SENIOR ADVISOR - REMOTE

Career Overview

Project Manager, responsible for key office transitions, as well as New System installation; directed complete Design, Implementation and Administration of a full suite of infrastructure, including, but not limited to ACD, VoIP and CTI. Â Expert in the Design and Implementation of cost-effective, high performance advanced Telecommunications solutions to address complex business requirements for small-to-large enterprises. *Experienced Network Engineer. Proficient in the installation and programming of Cisco Servers and Routers.

Qualifications

- Programming and design skills
- PBX Telecom
- CISCO Certified Network Associate (CCNA)

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- Local remoter systems support
- Proficiency in TCP/IP protocols
- Network asset management
- Customer needs assessment
- Excellent problem solving skills

Work Experience

Network Convergence Senior Advisor - Remote
April 2011 to Current Esystems, Inc. - Linthicum Heights , MD
Ultimate Software Group : Network Convergence Voice (VoIP/IPT)

- Conducting a Lync readiness assessment to analyze the ability of the Ultimate Software Network to accommodate 300 new Lync Voice users. Â Â Â Â Â Â Â
- Creation of a test plan incorporating the use of Support Line soft and hard beacons. Â Â Â Â Â Â Â Â
- Coordinating the installation of the beacons onto the Ultimate Software Network in order to generate simulated Lync Voice Traffic. Â
- Compiling data received from the beacons into a Lync Readiness Assessment that can be presented to the customer.

DuPont ESD: Network Voice Technical PM

- Design of the new DuPont/Dell Service Desk IVR for DuPont users in over 91 countries to use. Â Â Â Â Â Â Â Â
- Working with the British Telecommunications Company to coordinate ordering and installation of all Toll free and Caller Pays numbers on the BT cloud for use by over 5000 DuPont end users.
- Acting as the Technical Project Manager for the voice portion of the DuPont ESD Project. Â
- Working with Dell IT, Dell Services, and DuPont to clearly establish customer needs and confirm a workable timeline to meet customer go live dates

? **Hilton World Wide:** Network Convergence Voice (VoIP/IPT)

- Conduct of a Network Readiness assessment for Lync VoIP.
- Compiling data from deployed micro devices attached to the Hilton network into a readable format for the Hilton executives and Dell Lync team. Â Â Â Â Â Â Â Â Â
- Working with the Dell Lync Technician to ensure that the current Hilton network is capable of handling the Lync VoIP deployment for the 10 sites (5000 users) that are in the first wave.

Jabil: Network Voice Technical PM

- Working with the Dell IT and Avaya AC07 techs to design a Network option for voice and data to add Jabil traffic onto the Dell network. Â Â Â Â Â Â Â
- Ensuring that Dell employees whow are responsible for the Jabil Service Desk have access to Jabil calls and Jabil needed data. ?Â Â Â
- Working with Dell Security and Firewall teams to enable Citrx for Jabil access over the internet.

DuPont OPC: Network Voice Technical PM

- Conformation and creation of a process to add the Service Desk agents from three DuPont regional Service Desks to the Dell network as new users. Â Â Â Â Â Â Â
- Working as part of the Project Team to ensure all 150 new Dell Service Desk agents have access to the Dell and DuPont networks as well as ability to receive calls from the new Voice IVR.

Conifer Health: Network LAN/WAN SR specialist

- Installation and programming of one new Cisco Gateway in a Conifer remote site in order to give 20 users VoIP connectivity.
- Programming and installing of 20 new Cisco 8945 handsets for the remote office users. ?

Perot Group?: Network Voice SR Advisor

- Migration of 60 Phones from Version 4.x to Version 7.x Cisco Unified Call Manager. Â Including creating all phones and related call routing.
- Programming of the new Cisco gateway to accommodate new phone users.
- Programming of the new Analog/VoIP gateway, to host analog lines on the Cisco Unified Call Manager.

Tenent Health Care: Network LAN/WAN SR specialist

- Configuring on site Windows backup server with Freeftp in order to Backup Cisco CallManager and Unity systems on a tri-weekly basis.
- Cleaning up the Cisco E911 application, uploading correct switch port location information onto the system.Â Â Â Â Â Â Â
- Converting Hospital Voice system of 3000 users from Avaya G3Si to Cisco VoIP technologies, including Wireless and CMS ?Â Â Â Â Â Â Performing first day support by programming Cisco CUCM, Cisco Unity for users phones, voicemails and call routing.
- Utilizing the Voss system for making updates to the Cisco systems.

CSX Technologies: ICS Consultant

- Installation four Microsoft Lync Micro Appliances onto the CSX network, in order to generate simulated Lync voice traffic. Â Â Â
- Monitoring the appliances and generated Lync Traffic reports for the customer.Â Â Â Â Â Â Â Â Â
- Compiling the results of the reports into a Network Readiness Summary Report and presenting the report to CSX upper management.

Â **Hilton World Wide:** Network LAN/WAN SR specialist

- As part of the Transition team, working to convert over 3000 routers and switches to the Dell Network. Â Â Â Â Â Â Â
- Responsible for programming five Cisco Wireless Access Points for Hilton Hotel site in order to give the site more wireless coverage.
- Responsible for on-site transition support at the Memphis Data Center, as it was transitioned to the Dell Data center in North Carolina.Â

Graphic Packaging International: Network LAN/WAN SR specialist

- Programming of three new Cisco Switches, for install at two remote GPI sites in the network.Â Â Â Â Â Â Â Â
- Creating the appropriate Change Control documents to gain approval for the new installs and attended all change control meetings.

? **Catholic Health Partners:** Network LAN/WAN specialist

- Working alongside Cisco and Dell Network Design professionals to create a new pricing quote for Cisco Equipment for the CHP network.Â Â Â Â Â Â Â Â Â
- Evaluating Hospital IT closets and Data network for future installation of CarePath software and Cisco servers.Â Â Â Â Â Â Â
- Working closely with hospital engineering and facilities to confirm power, air flow and capacity of each closet where equipment will be installed.

? **Medstar:** Network LAN/WAN Specialist

- Responsible for installation and design of two new Cisco 2050 switches for Senior Centers. Â Â Â Â Â Â Â
- Installation of new modules into existing switches at the main hospital.Â Â Â Â Â Â Â Â
- Working with cabling technician and dialysis machine specialists to install over 150 new RENAL Dialysis machines onto the MedStar network.

? **Apria/CORAM:** Â Telecommunications Senior Specialist

- Handling the Telecommunications portion of site installations and site relocations, including vendor management, line and equipment ordering, and programming. Â Â Â Â Â Â Â
- Successful relocation and installation of 40 Apria/Coram sites across the country .Â Â Â Â Â Â Â
- Working with Evolve IP to install new VoIP solutions into 10 small Apria branch locations.Â Â Â Â Â Â Â Â
- Responsible for transitioning over 50 sites from Praxair into Apria/Coram: managed lines, ordered equipment, completed required programming in existing Avaya PBX and voicemail systems.Â Â Â Â Â Â Â
- Training new contract workers on the Telecommunications processes and procedures for Apria/Coram including creating training materials.

Telecommunications SR Specialist - Remote
June 2010 to April 2011 Abbott Laboratories - Freehold , NJ

- Telecommunications lead on the installation of the Telecommunications solution for the new Coram Charleston, SC Branch. The branch is expected to generate $2 Million in revenue yearly.
- Telecommunications lead on the installation of the Telecommunications solution for the new Coram San Antonio, TX. The branch is expected to generate over $3 Million in revenue yearly.
- Handling the Telecommunications Project Support portion of the Apria Real Estate project.
- Includes vendor management, line and equipment ordering for new, existing and moving sites.
- Recommend Telecommunications PBX solutions for Apria/CORAM sites.
- Add new phone users and Call Center Agents into Avaya PBX, Avaya Modular Messaging, and Avaya CMS for large projects.

QA Analyst
September 2009 to June 2010 General Dynamics - Laurel , MD

- Enforcement of Policies and Procedures compiled by firm to insure all are adhered to, especially 3rd party vendors.
- Writing allÂ UAT Test documents to be used for training of new QA Analysts.

Senior Engineer for Washington Mutual (WAMU)
June 2006 to May 2009 Verizon Business - City , STATE

- Overseeing new Call Center builds.
- Collaboration with 14 team members nationwide to design, create and implement a generic Policies & Procedures manual to be used throughout the firm using ITIL standards.
- Troubleshooting of multiple Voice systems including Siemens HiCom, HiPath, Siemens ROLM, Nortel and Avaya.
- Tier III escalation technician responsible for managing and completing break fix tickets, writing Root Cause Analysis and Change Control Documentation.
- Management of all of the 4 major phone systems for over 4000 locations nationwide.
- Implementation, coordination and monitoring all Moves, Adds, and Changes (MAC), Break-fix, Call Routing & Call Center functionality.
- Conducting PRI, UNEP & Centralized Local Enterprise Carrier (CLEC) conversions to the Verizon Business Network from Local LEC.
- Technical member of the JPMC 100/300 Closures & Conversion Team.
- Placing of Disconnect Requests with LECs.
- Confirming all line disconnects for over 300 WaMu sites nationwide.
- Saving firm $3.6 Million a year Wrote Training documentation and conducted on line training for 14 team members and new hires on WaMu policies and procedures.

Senior Business Systems Analyst
February 2003 to June 2006 Washington Mutual - City , STATE

- Telecommunications Disaster Recovery team lead.
- Writing all pertinent documentation and presentationof Disaster Recovery plan to Washington Mutual Management in Florida.
- Overseeing the entire scope of Call Center build outs from gathering requirements to planning the project scope and coordinating with vendors to include AT&T, BellSouth, Avaya, and Construction Team.
- Training and mentoring of 10 team members for Eastern Region Telecommunications Team.
- Programming and maintaining of Avaya, Siemens and Nortel PBX and Voicemail for large WaMu campuses including Moves, Adds, and Changes (MAC), Break Fix, Call Routing, Call Center Functionality and Phone installations.
- Pro-actively leading a project in the Florence, South Carolina site to reconcile all Analog lines within two buildings, resulting in an annual savings of $30,163 to WaMu.

Telecommunications Analyst
May 2002 to February 2003 Advocate Health Care - City , STATE

- Collection and completion of relevant phone data for the Lutheran General Hospital's Alcatel system installation from requirement gathering to project plan and scope.
- Programming and maintaining the Avaya PBX and Voicemail, Siemens PBX and Phone Mail including Moves, Adds and Changes (MAC) Break Fix, Call Routing and Call Center functionality.
- Advising of the Construction Management Team on related telecommunications issues related to the building and remodeling of the Barrington Good Shepherd Hospital facility.

Consultant - Voice Technologies
May 2000 to February 2002 Divine, MarchFIRST, Whittman Hart - City , STATE

- Project Manager for the implementation of new Avaya PBXserver at the YMCA of the USA corporate location.   Upgraded phone and voicemail systems which saved the customer $20K in yearly maintenance costs.

- Consolidated toll free numbers resulting in a savings to the client of $20k monthly.
- Managed large scale moves of 800 people within two Anderson Consulting locations. This included moving the Avaya PBX & Voicemail systems. This action saved the client 24K yearly.

Education and Training
Bachelor of Science : Commercial Recreation Eastern Illinois University - City , State Commercial Recreation
Associate of Arts College of DuPage - City , State
Technical Skills and Qualifications
Cisco Security - 2014
Avaya Professional Design Specialist (APDS) -2011
Avaya Communication Manager & CM Messaging 6002.1 (ACIS) â€" 2011 CCNA Voice â€" 2011
Cisco CCNA â€" 2009
ITIL Foundations â€" 2008
Additional Information

- President Junior Women's Club March 2014 to present
- American Association of University Women 2000 to present
- Women In Technology International - 2000 to present
- Women in Telecommunications - 2000 to present