

**SUMMARY:**

VOIP Solution Architecture Engineer with +14 years experience. Highly adept with systems integration, services delivery management, IT managed network services, data network technologies, telecommunication technologies possess excellent verbal and written communication skills and strong work ethic.

**TECHNICAL CERTIFICATIONS:**

- Huawei NGN- IMS Certified (IP Multimedia Subsystem)
- Huawei FTTx Certified (Fiber Solutions)
- CCNA (CISCO Certified Network associated)
- NCSS (Nortel& AVAYA Certified Support Specialist)
- NCTS (Nortel& AVAYA Certified Technology Specialist)
- NCTE (Nortel& AVAYA Certified Technology Expert)
- NCSE (Nortel& AVAYA Certified Support Expert)
- MX-ONE Telephone Server VOIP
- Ericsson Pre-Sales Certified
- MX-ONE Telephone Switch
- MX-ONE Voice Mail System
- VOIP MX-ONE Telephony Server
- VOIP MX-ONE Telephony Server (Ericsson)V5
- VOIP MX-ONE Telephony Server (Ericsson)V6
- NS700 (Panasonic Unified communication server)
- NS1000 (Panasonic Unified communication server)
- NS2000 (Panasonic Unified communication server)

**PROFESSIONAL EXPERIENCE:****AIG-American Insurance Group****March 2018- current****VOIP Solutions Architecture Engineer**

- VOIP Network Design and solutions (Avaya, Cisco, Skype, NICE, SBC, Microsoft Teams).
- Primary focus on AVAYA, Cisco collaboration and Microsoft Skype for Business /Lync.
- Extensive knowledge and experience of engineering a Microsoft Lync / Skype for Business UC technology.
- Experience in integrating enterprise Voice, Video, Skype Mobile, Exchange (POP, IMAP, SMTP, EWS).
- Expertise with Microsoft Skype for Business or Lync infrastructure in a corporate environment supporting IM, presence, conferencing, federation, audio, video, etc. (all features of Skype for Business 2015).
- Quality of Service understanding and configuration, able to customize across all Cisco platforms to Extensive knowledge and experience with Cisco Unified Communications Manager, Cisco Unity Messaging, Cisco Unified Contact Center, Skype for Business (formerly Lync) as well as Polycom video conferencing room.
- Support and Configuration of Cisco UCCE, and CUIC, Installed and configured Multiple Cisco Unified Call Manager, Cisco Unity Connection, UCCX/UCCE, Call Manager Express,
- Experience with Cisco Collaboration Solutions, 3rd party integrations into Cisco Collaboration systems, Cisco Route/Switch, end user applications (CAD/CSD/Finesse/CUIC, Jabber, etc)
- Deployment, upgrades, migration from old to new Cisco Unified communications (UC 12/11/10/9...) platform
- Back up resource for IPT discovery and deployment of Cisco IP Telephony Enterprise Network comprising CUCM
- Expert in Cisco Telepresence system models CTS-3000/CTS1300/CTS500, administering Cisco MXP, EX, Sx80, Sx90, C series videoconference systems.
- Supporting the helpdesk for UC issues, resetting passwords and modifying call manager to resolve the issues.
- Configuring and troubleshooting of Cisco Video infrastructure MCU, VCS-C, VCS-E, TMS, TMSXE, Conductor, Jabber, Cisco Video endpoint, Cisco Telepresence
- Break/fix support for Cisco Call Manager, Unity, UCCX, Cisco IP Video Conferencing VCSC / VCSE, CMS, TMS
- Install/Move/Add/Change (I/M/A/C) - Process ongoing M/A/C's (moves/adds/changes) and PBX Systems.
- experience of Microsoft Windows components, Active Directory, Windows server, SQL Server & MS Exchange
- Expert with development using Orchestration Design, multi-platform Avaya Voice Portal.
- Extensive experience of IP Telephony and Unified Communications design, configuration & troubleshooting
- Deep understanding and debugging capabilities for SIP and SBC, Avaya SM&CM, Wire Shark traces/captures
- Test SIP call traces and SIP call flow on (SBC, Avaya CM-SM- AES, NICE, Skype, Pindrop, Cogito)
- Attend project meetings to review system, test requirements and troubleshooting

- Provide production and escalation support to Operations and Service teams
- Good experience of integrating enterprise Voice & Video with Skype Mobile & UC-ONE
- Expert in Avaya Session Manager, System Manager, Avaya CM 5/6/7/8, Avaya (IVR) interactive voice response Solutions.
- Media Gateways: G650, G450 and G430, call traces, PBX/SM/AAM Logs, Avaya CM/SM/AAM upgrades, Avaya Call Vectoring and VDN.
- Analysis, design, configuration, implementation & Routing for Avaya ACD Calls Center.
- Analyze the performance of the user interface with regards to metrics and caller experience and troubleshooting skills for all IVR applications
- Good experience in call routing ARS, AAR, VDN, Vector programming, CTI integration, Voicemail systems, call accounting systems, Avaya ACD and Avaya CMS, and West EGW 911
- Experience with Session Border Controllers (SBCs), Acme packet 3900/ 4200/ 9200 series.
- Expert in Call Center Architecture Design, Microsoft Unified Messaging Systems for Business.
- Contact Center, Skype for Business as well as Polycom video conferencing room.
- Expert in VOIP, IPT, Unified Communications Manager & recording tools (NICE, Pindrop, Cogito)
- Expert in VOIP protocols (SIP/H.323/RTP/SDP/H.248/Diameter/TFTP/CDP MAP/CAP/Radius)
- Expert in testing and Full Analysis for Call Flow, Call Registrations and SIP messages
- Experience with troubleshooting routing and switching and resolve issues related to TCP/IP, BGP, OSPF, ISDN, RIP, EIGRP, network routing protocols, and IP Multicasting
- Experience in IP Telephony and Unified Communications design, configuration, and troubleshooting
- Experience in SIP and Q.SIG integration with Avaya and other 3rd party PBXs like Cisco,
- In-depth experience with multi-site, IP telephony and unified communications rollouts and migrations
- Experience migrating/integrating legacy PBX infrastructure to unified communications
- Installation, Configuration and troubleshooting for VOIP, Digital & Analog networks (AVAYA-Nortel)
- Good skills for (Red Hat Linux, SUSE Linux).
- Microsoft Windows server (2016, 2012, 2008, 2003), active directory, group policy, clustering)
- Responsible for Tier 4 problem and troubleshooting/diagnosis and resolution
- Provides technical guidance to project team areas as appropriate.
- Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall Telecom architecture.

**HUAWEI TECHNOLOGIES CO. LTD**

Jan 2013 to March 2018

**Senior Voice Engineer**

- AT&T Rlex Reach, BVOIP, IPBE, VDNA and IMS Network Analysis, testing and troubleshooting.
- VOIP & Data Network Design and solutions (Skype, Avaya, Nortel, CISCO, Huawei, SBC)
- Good experience of integrating enterprise Voice & Video with Skype Mobile & UC-ONE
- Expertise with Microsoft Skype for Business or Lync infrastructure in a corporate environment supporting IM, presence, conferencing, federation, audio, video, etc. (all features of Skype for Business 2015)
- Test & evaluate hardware and software to determine efficiency, reliability and compatibility with existing systems
- Quality of Service understanding and configuration, able to customize across all Cisco platforms to Extensive knowledge and experience with Cisco Unified Communications Manager, Cisco Unity Messaging, Cisco Unified Contact Center, Skype for Business (formerly Lync) as well as Polycom video conferencing room.
- Complete Network Analysis using a tool set such as with IXIA, Spirent test center, Nectar, IRIS.
- Sonus Session Border Controllers (SBCs), Acme packet 3900/4200/9200 series
- Oracle Enterprise Communications Broker (ECB), Sonus GSX7000/9000.
- Cisco Cable Modem Termination System (CMTS)
- Expert in testing and Full Analysis for Call Flow, Call Registration and SIP messages
- Expert in Avaya Session Manager, Avaya CM 5/6/7, Avaya (IVR), interactive voice response Solutions, Avaya Portal server, Proactive Outreach Manager (POM), Orchestration Designer, Avaya Call Vectoring and VDN.
- Analysis, design, configuration, implementation & Routing for Avaya ACD Calls Center.
- Analyze the performance of the user interface with regards to metrics and caller experience and troubleshooting skills for all IVR applications
- Good experience in Eclipse, tomcat server, IVR campaigns, TTS, speech recognition utilizing Nuance. CTI integration, Voicemail systems, call accounting systems, Avaya ACD and Avaya CMS.
- Expert with development using Orchestration Design, multi-platform Avaya Voice Portal.
- Expert in VOIP, IPT, UCC & recording tools (NICE), IVR design.

- VOIP Network Solutions Design for (AVAYA, SONUS, CISCO, Ericsson, Huawei, Broad soft, Polycm).
- Experience with Cisco Collaboration Solutions, 3rd party integrations into Cisco Collaboration systems, Cisco Route/Switch, end user applications (CAD/CSD/Finesse/CUIC, Jabber, etc)
- troubleshoot Cisco Call Center Mobile Agents and internal Call Center agents
- Support and Configuration of Cisco UCCE, and CUIC, Installed and configured Multiple Cisco Unified Call Manager, Cisco Unity Connection, UCCX/UCCE.
- Supporting the helpdesk for UC issues, resetting passwords and modifying call manager to resolve the issues.
- Configuring and troubleshooting of Cisco Video infrastructure MCU, VCS-C, VCS-E, TMS, TMSXE, Conductor, Jabber, Cisco Video endpoint, Cisco Telepresence
- Break/fix support for Cisco Call Manager, Unity, UCCX, Cisco IP Video Conferencing VCSC / VCSE, CMS, TMS
- Install/Move/Add/Change (I/M/A/C) - Process ongoing M/A/C's (moves/adds/changes) and PBX Systems.
- experience of Microsoft Windows components, Active Directory, Windows server, SQL Server & MS Exchange
- Deployment, upgrades, migration from old to new Cisco Unified communications (UC) platform
- Backup resource for IPT discovery & deployment of Cisco IP Telephony Enterprise Network comprising CUCM
- Expert with development using Orchestration Design, multi-platform Avaya Voice Portal.
- Extensive experience of IP Telephony and Unified Communications design, configuration & troubleshooting
- Expert in testing and Full Analysis for Call Flow, Call Registrations and SIP messages.
- Solid hands-on experience administering Avaya ACM/ASM, AAM, CMS, AES
- Hands-on experience managing/ordering trunks and routing on Avaya ACM/ASM, including TDM/SIP trunks, Dial plan/ARS/AAR.
- Strong experience shell scripting in Perl, PowerShell, python and Bash shells.
- Expert in VOIP protocols (SIP/H.323/RTP/SDP/H.248/Diameter/TFTP/CDP MAP/CAP/Radius)
- Expert in testing and Full Analysis for Call Flow, Call Registrations and SIP messages
- Experience with troubleshooting routing and switching and resolve issues related to TCP/IP, BGP, OSPF, ISDN, RIP, EIGRP, network routing protocols, and IP Multicasting
- experience of IP Telephony and Unified Communications design, configuration, and troubleshooting
- Good experience in cloud networking technologies like OpenStack and vCloud Air, VSphere servers & Creating virtual machines on ESX Servers
- In-depth experience with multi-site, IP telephony and unified communications rollouts and migrations
- Experience migrating/integrating legacy PBX infrastructure to unified communications
- Knowledge of Cisco router products (2600, 2800, 3600, 3700, 3900, 5300, 7200, 7500, ASR).
- Experience deploying SIP Trunk with both internally and externally hosted
- Strong knowledge of the Cisco ISR G2 and G3 platforms, Nexus and UCS B/C series servers
- Data Center systems management, Ericsson Telephone Switch PBX, VOIP Telephone server
- Installation, Configuration and troubleshooting for VOIP, Digital & Analog networks (AVAYA-Nortel)
- Good skills for (HP-UX, Red Hat Linux, SUSE Linux).
- Microsoft Windows server (2016, 2012, 2008, 2003), active directory, clustering).
- Data center systems management (data backup & restore, system monitoring, Unix support)
- Maintain the blue coat systems add, deletes and troubleshoots entries in both external and internal DNS. Identifies problem areas within DNS management and works with tier 4 network groups to correct them.
- Expert in vRealize Orchestrator (vRO), VMware vRealize Automation, VMware(vRA), ESX server, VSphere servers & Created virtual machines on ESX Servers. Created standard images
- Good experience in cloud networking technologies like OpenStack and vCloud Air, VSphere servers & Creating virtual machines on ESX Servers
- Actively monitoring network alerts and responds with appropriate action where necessary, looking for opportunities to improve alert monitoring system.
- Monitor and analyze network performance across the organization's LANs, WANs, and wireless deployments, identifies performance issues and interprets trends.

**Ericsson**

June 2005 to Dec 2012

**Senior Technical Engineer**

- Data Center systems management, Ericsson Telephone Switch PBX, VOIP Telephone server
- Expert in testing and Full Analysis for Call Flow, Call Registration and SIP messages
- Complete Network Analysis using a tool set such as with IXIA, Spirent test center, Net Brain, Net Scout, Net MRI, OPNET. Make recommendations for remediation and document a newly designed network
- Installation, Configuration and troubleshooting for VOIP, Digital & Analog networks

- Expert in VOIP, IPT, Unified Communications Manager (Avaya, Ericsson, Nortel, CISCO, Broad soft, Polycom)
- IMS Core Network Technical Support Senior Engineer (CSCF/ATS/UGC/UMG/HSS/VOIP/BSC/GSM)
- Solid protocol knowledge of SIP/SDP/H248/Diameter/MAP/CAP
- Expert in testing and Full Analysis for Call Flow, Call Registrations and SIP messages
- network Experience with Sonus Session Border Controllers (SBCs), Acme packet 4250/ 4500/ 9200 series, Sonus GSX7000/9000, and Cisco Cable Modem Termination System (CMTS)
- Good experience in cloud networking technologies like OpenStack and vCloud Air, VSphere servers & Creating virtual machines on ESX Servers
- FTTx Solutions Expert (DSLAM-GPON-OLT-MDU-ONT-IPTV- xDSL, optical, aggregation, RAS)
- VOIP & Data Network Design and solutions (Avaya, Ericsson, Nortel, Cisco, Huawei)
- Experience with Session Border Controller and Cisco Cable Modem Termination System (CMTS)
- NGN Next Generation Network Concept, GSM concept for Ericsson equipment
- Knowledge of Cisco router products (2600, 2800, 3600, 3700, 3900, 5300, 7200, 7500, ASR).
- Installation, Configuration and troubleshooting for VOIP, Digital & Analog networks
- Understand the CS Core network and LTE network & able to coordinate GTAC, R&D and NTD activities
- Experience with troubleshooting routing and switching and resolve issues related to TCP/IP, BGP, OSPF, ISDN, RIP, EIGRP, Other Lan/Wan Protocols routing protocols
- TCP/IP, OSPF, MPLS, ISDN, RIP, Other Lan/Wan Protocols
- Exchange server, Windows server clustering, VMware
- Good experience with CISCO Switches, Routers series, IBM servers
- Telephone Server, Telephone Switch, Voice Mail Server
- Work independently on complex issues to ensure that network stays up and operational
- Experience with Network troubleshooting including major reconfiguration of network components
- Ticketing systems like Remedy ticketing system

**EDUCATION:**

- Degree Bachelor of Telecommunication Engineering

**TRAINING:**

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|--|-----------------------|
| • CyTrack (Call Center)  | August 2017           |
| • Pro Optima (OSS)   | MyCom 2015            |
| • Huawei PMP   | Certified Huawei 2013 |
| • Project management Methodology   | Huawei 2013           |
| • Project Sales Toolbox  |                       |
| • Project sales in practice  |                       |
| • Customer meeting simulation  |                       |
| • Huawei FTTx Certified  | Huawei 2013           |
| • FTTx Solutions (DSLAM-GPON-OLT-MDU-ONT)  | Huawei 2013           |
| • Huawei NGN-IMS training at Al Bahrain  | Huawei 2012           |
| • MX-ONE Telephone Switch  | (Ericsson - Sweden)   |
| • MX-ONE Telephone Server  | (Ericsson - Sweden)   |
| • ITIL V.3 (Foundation)  | STC                   |
| • Data Center Managements  | STC                   |
| • SUSE Linux Enterprise Server Administration  |                       |
| • IBM - AIX UNIX Fundamentals January 2007   |                       |
| • IBM - AIX UNIX Administration January 2007   |                       |
| • HP-UX fundamentals November 2006   |                       |
| • HP-UX Administration level I December 2006   |                       |
| • HP-UX Administration level II December 2006  |                       |
| • CCNA (CISCO certified network associate " YAT training center")                        |                       |
| • Ericsson MX-ONE Telephone Switch   |                       |
| • Ericsson Telephone Server, Telephone Switch, Voice Mail Server                         |                       |
| • Attended MCSE 2012, 2016 (Microsoft Certified System Engineer) advanced Course of MCSE |                       |