

# PAULIUS MARCINKEVICIUS

## Network & Systems Specialist

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Driven and adept professional engineer with experience in networking monitoring, maintenance, and troubleshooting as well as multiple years of experience supporting and testing Windows, and Linux operating systems/servers. Eager to find a role where I'd be able to leverage my expertise in both the aforementioned subjects, as well as my experience working with large-scale voice and video delivery systems preferably in a Cloud based environment.

### CERTIFICATIONS

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### AREAS OF EXPERTISE

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Linux & Windows Server - Network Monitoring & Maintenance - General Troubleshooting - Process Documentation - Virtualized Systems - SIP/RTP - Telecommunications Service Delivery - Logging/Debug - Cisco TelePresence (Webex, CUCM, VCS-C, VCS-E, TMS) - AWS Cloud (EC2, Lambda, VPC, ECS, API Gateway)

### WORK EXPERIENCE

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**Mitel Networks** | Austin, Texas

**April 2021 – Present**

NOC Monitoring Engineer

Worked on the Mitel Global NOC team, responsible for monitoring the infrastructure for the delivery of Connect and Sky services, on both on premise and cloud hosted servers. Also gained additional duties to represent the Incident Management team to assist and drive for issue resolution on priority system impacting events/outages.

- Ensured swift response to any sort of network or systems events that may cause a disruption for Mitel clients
- Utilized knowledge of both Linux and Windows systems that were hosted mainly on the Google Cloud Platform, as well as some on premise for quick investigation and diagnosis of various alerts to validate system health
- Facilitated issue resolution on larger scale outages or events by driving issue resolution via incident bridges, working with DevOps engineers to minimize customer impact, or on smaller non-time sensitive issues by escalating via JIRA to responsible parties

**Cisco Systems - Insight Global** | Austin, Texas

**April 2020 – April 2021**

Telepresence Engineer, Tier II

Worked on the Cisco Telepresence team, supporting several high profile companies with their Cisco Telepresence integration by maintaining infrastructure with both troubleshooting and routine maintenance and updates to the hosts and underlying systems

- Joined team directly as a Tier II technician, with this responsibilities were more focused on the infrastructure supporting the Telepresence product, rather than any individual endpoints
- Mentored junior technicians in troubleshooting, testing various issues related to Telepresence including troubleshooting SIP/RTP, networks, and host systems in Linux, Windows or proprietary Cisco Products

- Point of escalation for any advanced issues that Tier I technicians needed assistance with, or any high touch issues that needed appropriate handling to ensure customer satisfaction
- Supported the Webex service as an addition/integration to the Telepresence product via various methods depending on issue presented, such as debugging and log analysis for the Kamailio Service, or testing SIP call flows to ensure they are being sent and directed to appropriate trunking from the on-premises infrastructure

#### **Hargray Communications | Bluffton, South Carolina**

**December 2019 – April 2020**

##### **NOC Technician**

Performed proactive monitoring and surveillance of the Hargray network infrastructure to ensure expedient response to service outages that affected multiple customers, or customers with SLA requirements. Provided support to technicians both in the field, and other departments to expedite service installation and restoration.

- Experienced various delivery and transport systems and methods for both residential, commercial, and carrier services
- Coordinated and tracked outage restoration as well as network maintenance
- Gained exposure to delivery protocols and methods such as BGP, DNS, encode/transcode, T-1, TCP/IP

#### **Hargray Communications | Bluffton, South Carolina**

**June 2017 – December 2019**

##### **TAC Supervisor**

Supervised the TAC team and handled recruiting, training of new hires as well as development of existing hires. Took charge of various projects and responsibilities, including scheduling, introducing new skill sets into the department

- Developed processes, guidelines, and training documentation for duties and responsibilities of the TAC technicians
- Was in charge of Workforce Management as an added responsibility, taking care of scheduling for the TAC as well as the sales departments
- Facilitated the launch of various new responsibilities for the department as a whole, both developed and delivered training for introducing business high-speed troubleshooting, IP PBX Circuits, as well as various new equipment to ease the launch process
- Maintained the Noble Harmony IVR by adjusting ACD Queues, updating menu options and messaging to keep customers in the loop about any maintenance or outages affecting them

#### **Hargray Communications | Bluffton, South Carolina**

**February 2015 – June 2017**

##### **TAC Technician**

Supported customer troubles via phone, e-mail, and chat from all Hargray markets regarding service troubles with Voice, Video, or High-Speed Data.

- Consistently delivered a positive customer experience by being attentive and sympathetic to customers who were having issues with their services
- Collaborated with other departments at Hargray, such as the NOC, to identify and correct systems issues that impacted multiple customers
- Created ticketing related to troubles reported by customers to accurately describe both the customer experience, and troubleshooting performed for both record keeping and as a point of reference for any other technicians working on the issue to expedite resolution

## **PROJECTS**

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### **Home Lab**

- Installed and configured a home lab, including the assembly of various server components to install a Linux Server (Unraid OS) that serves as a media delivery platform reachable via the internet. Utilizing Docker containers for multiple services for ease of maintenance and upkeep. Running local DNS with replication, as well as fail over to establish a highly available solution within my home.