**Mallesh **

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**Summary**

* **CCNA,** Certified Voice Network Engineer with **7+** years of experience in Routing & Switching, VoIP and Cisco communication products in Plan, Design, implementation and support of Cisco Unified Communication and Unified Contact Center network.
* Experienced Voice Network Engineer with experience in Cisco Unified Communications Manager (CUCM), Call Manager Express (CME), Cisco Unity, Cisco Unity Connection, Cisco Unity Express (CUE),IP phones, gateways ,PSTN connectivity and voice applications.
* Familiar with managing Cisco Unified Call Center Managers, UNITY voicemail systems, H323 and SIP voice gateway, LAN/WAN and System Integration.
* Implement UCCE Scripting based on user requirements.
* Excellent knowledge of Computer Telephony Integration (CTI) systems–Genesys CTI implementation and configuration, Genesys Voice Porta
* Extensive knowledge of installing advanced configurations on Cisco Call Manager platforms
* Strong experience performing: Layer 2 and Layer 3 switching, VLANs and 802.1Q trunking, and Inter-VLAN configurations, PRI (Primary rate interface).
* Experience with Gateway, Gatekeeper, CUCM (6.X, 7.X, 8.X, 9.X & 10.X), CUCME, CUC, CUE, UCCX, CUP and IM&P.
* Familiar with managing Cisco Unified Call Center Managers, UNITY voicemail systems, H323 and SIP voice gateway, LAN/WAN and System Integration
* Experience in deployment of CUCM versions, Cisco Unity Connection, Cisco Unity Express.
* Subject Matter Expertise of VOIP protocols H323/MGCP/SIP/SCCP.
* Knowledge in Cisco UCS Virtualization, VMware, HP C7000 Blade Server's
* Advance level troubleshooting skillset for analog connections FXS/FXO/PLAR and Digital connections for ISDN/BRI/PRI/T1/E1.
* In-depth knowledge of Cisco Unified Communications like UCM, Unity Connection.
* Expert level knowledge of IP Telephony features: Extension Mobility/Device Mobility/Mobile Voice Access/Call Pickup/Group Pickup/Intercom/FAC/CMC/Time of Day Routing/Paging/ Call Park/ Directed Call Park/BLF/Speed Dials/MOH/Call Forwarding.
* Integration of Unity Connection with Call Manager using Skinny and SIP protocol.
* Strong knowledge interconnectivity of SIP based VoIP systems, H.323, and PSTN
* Integration of IM&P with Call Manager using SIP Trunking for Presence capabilities and using Jabber.
* Expertise in Cisco Meeting Place Express, Cisco Emergency Responder, Cisco Access Points and bridge, VPN IPSec and Cisco IP phones.
* Configuring QoS/Auto QoS in LAN and WAN environment
* Configure and Troubleshooting routers, switches, IP telephones, firewalls, wireless devices, and access technologies.
* Cisco Routers: 2800, 2900, 1900, Series, 7200, 7600 Series, 2600, 3600 Series, 5400 series, 7600 series etc.
* Switches: Cisco Catalyst - 3500 3-layer Switch, 2900 XL series, 1900series, etc.

**Technical Skills:**

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| **Solutions** | Cisco Unified Communications Manager (6.X, 7.X, 8.X, 9.X & 10.X), Call Manager Express, Unified Contact Center Express (UCCX), Unity Connection and Express, Meeting place, WebEx, Hosted SMB services. |
| **Voice protocols** | SCCP, H.323, SIP, MGCP, RTP, RTCP. |
| **VOIP Platform** | UC500 series, Cisco IP phones, FXS/FXO, CME and CUE |
| **Cisco Hardware** | Cisco 7200, 3600, 2600, 2500, 2500, 2800, 3800, Catalyst Switches 6500, 4500, 3550, 2950 |
| **Networking** | TCP/IP, LTP/UDP, RIP (V1, V2), EIGRP, OSPF, ISIS, BGP, VTP, STP, RSTP, ICMP, DNS, DHCP, FTP, HTTP/S, SMTP. |
| **Cisco Engineering Software** | Wireshark, Ethereal, Network Analyzer, Solarwinds, putty, Tera Term, Unified Real-Time monitoring tool. |
| **Server Management** | Active Directory, VMWare, TFTP, DHCP. |
| **Operating systems & IOS** | Windows 7/Vista, XP, 2000, 2003, Windows 98/95, Linux, Cisco IOS 11.x, 12.x |
| **Documentation** | Microsoft Office Suite. |

**Professional Experience**

**Infocrossing INC, Jefferson City, MO Since Oct 2016**

**Sr. Voice Engineer**

* Configured and managed Cisco Unified Communication Manager (CUCM 8.6.2, 10.5.2), Cisco Unified Contact Center Express (UCCX 10.5.2), CUCM IM & Presence and Unity Connection (CUC 10.5.2).
* Commissioning/Decommissioning of devices like CMTS, p-cube Chassis and Line cards for example 3G60, MC520 as specified in company standards in a timely manner for return to vender for credit.
* Worked on FQDN, DNS, HTTPS, NAT, SBC, MGCP, STUN Server, and Proxy Server Testing
* Created an enterprise dial plan with Route partitions, Calling Search Spaces, Line Groups, Route lists, Route Patterns in Cisco Call Manager and created VLANs and necessary configuration.
* Handled SRST, Voice Routing Protocols and Voice Gateways.
* Extensive work was done with IP Gateways and PSTN interface.
* Configured and installed VOIP devices and IP Phones such as 7935,7975, 8841, Cisco 7841, 8851, 8831 conference phones.
* Support International & Domestic Tandberg and Polycom Video Conferencing systems. Systems run on ISDN, LAN & WAN circuits with bridges.
* Hands-on experience in the network management of circuits using TDM and Frame Relay network, performing configuration and provisioning management, fault management and performance monitoring.
* Responsible for All Crestron and AMX Programming
* Provided technical support and customer training to users on the network.
* IMAC (install, move, add and change) for Cisco VOIP/Avaya PBX phone systems.
* Enabling and configuring various features on the Call manager.
* Worked with Cisco Unity IVR, SIP IAD, SCCP, RTP, RTCP, H.323, QoS, G711, G724, and CALLManager.
* Migrated over 1500 agents and 12 Complex sites from Avaya to Cisco UCCE.
* Designed and integrated advanced Custom Cisco UCCE routing and reporting large scale projects for the client. Including business requirements, design, integration, build out and UAT
* Configured Jabber Voice and Cisco IP Communicator for users on the network.
* Provided on-site support and training for users with Jabber Voice.
* Managed Moves, Add’s and Change’s for 7962G, 7841,8865, 8851, 8841,8832& 8831 products.
* Managed wireless access points across various business sites using centralized solutions including WCS 5500 and 4400.
* Installation of a new cluster, cisco unity connection attendant console standard VGW, analog gateways and SIP trunk to ITSP, call handlers on client's site.
* Administration and configuration of Cisco Unity subscribers, call handlers, auto attendants, and directory handlers.
* Configured all aspects of Contact Center Express 10.6x
* Provided Level 3 support for all escalated issues related to voice and worked with the business groups
* Developed high level UCCE, EGW, E911 designed, migration, and Implementations of U and EGW E 911.Worked on all versions of CUCM and Unity Connection for my customers. This ranged from 7.x through to the most current versions of CUCM/UConn.
* Migrating C/VCS Expressway E Version 8.7 USC C220 MA Series Servers, IM and PRESENCE version 11, UCCX version 11, UCCE version 11, Unity connection version 11.
* Implementation of Cisco Unified Communication Manager, Gateway, Gatekeeper, CME, CUE and IP Phones
* Deployed IP telephony setup for 200 Business Locations with centralized call processing using CUCM 9.1.2 and UC 8.5.
* Experience in Avaya Phones 9600, 6400 &Onex Agent Soft phones.
* Supported and troubleshoot on Avaya S8700, S8800 class media servers running Avaya Communications Manager R5.2, 6.2.
* Experience in Testing End to End SIP Trunking Environment including Session Border Controllers SBC, E-SBC.
* Capture the SIP, UDP and RTP using the Wireshark network Analyzer, Empiric-Hammer and Broad soft logs
* Pleasant experience in routing protocols such as RIP, EIGRP, OSPF, BGP, LDP.
* Configure and administer Cisco ISE (Identity Services Engine) servers. Includes creation / troubleshooting of captive portal authentication / accounting for wireless deployments using both Cisco and Motorola wireless networks.
* Pleasant experience of installation Genesys GUI's Genesys Administrator (GA), Genesys Administrator Extension (GAX).
* Test customers Outbound Proxy Server on SBC connections to test customers IOT capability.
* Process payments for Lanier copier, Pitney Bowes Facsimile, SBC and SBCLD telephone for GA office.
* Good knowledge on VOIP protocols like H.323, SIP, MGCP and SS7 and interfacing of TDM to VOIP system.
* Served as Senior Architect /Enterprise for Tandberg Management Suite Project integrating TMS with Exchange 2007
* Experience in both CVN and VCS new construction initial steaming and initial reactor criticality operations.
* Performed maintenance actions on military enhanced operator/maintainers (EOM) and assist in troubleshooting all failures reported by the EOM to the Line Replaceable Unit (LRU), interconnecting cabling, power distribution system, and/or software.
* Implemented access policy in ISE and deployed through WLC to wireless clients.
* Dynamically controlling the network access in reducing the risk of threats using CISCO ISE.
* Experience primarily in IVR (Interactive Voice Response) technology.
* Involved the implementation, and support of VOIP technologies.
* Installation, Maintenance, Upgrade and Programming of Voice Systems (PBX) that include Avaya S8800...etc.

**COMCAST - Philadelphia, PA Feb2015 – Sep 2016**

**VoIP Engineer**

* Planning, design and implementing Cisco VOIP solutions, Managed deployment projects for multiple internal deployments.
* Worked with CUCM 8.6.2 and Unity connection 8.6.2 Integrations, created **Voicemail** functionality for newly added users.
* Designed & Implemented CUBEs (Cisco Unified Border Element) at several Branch sites.
* Configured various features in Call Manger. (hunt groups, conferencing)
* Design, maintain and testing LAN/WAN environments and troubleshooting related problems in the network.
* In-depth knowledge and hands-on experience on IP Addressing, Sub netting, VLSM and ARP**,** reverse & proxy ARP, Ping Concepts.
* Hands on experience with Cisco Call Manager 5.1, Voice gateways (H323 and MGCP), Gatekeeper, LAN/WAN Quality of service, IP phones, directory numbers and User account configurations CME/CUE.
* Managed MAC - Move, Add and Change of various IP phones like (7942, 7962, 7915(24) and 7937).
* Installed, configured and maintained Polycom Video Border Proxy 5300E10
* Installed, configured and maintained Polycom HDX/VSX systems throughout the state for the Probate.
* Installed and configured Polycom CMA Desktop systems for Probate and Family Justices
* Upgraded, configured Polycom RMX2000 and CMA 4000
* Configuration of Call Manager Express (CME) on 2800 and 3800 and UC520 series Routers and Troubleshoot related site issues.
* Configured all aspects of Contact Center Express 11.x integration with CUCM 11.x
* Performed device pack installs to support newer models of phones in an older cluster such as 88xx series IP Phones and Tandberg Video Endpoints.
* Configured Finesse as agent client software to replace CAD in a UCCX 11.x environment.
* Configured CUIC for reporting purposes in a UCCX 11.x environment.
* Used BAT to add and update phones, users, and other configurations in CUCM
* Managed IP addressing and implemented IP Access Lists to secure the network.
* Configured and troubleshoot VLAN, VTP, STP and Trunks.
* Configured and supported TCP/IP networks.
* Documented the design, implementation and troubleshooting procedures using Microsoft Office and Visio.
* Responsible for procurement and installation of H/W, network drives and other IT infrastructure.
* Prepared Engineering documents and Network diagrams in Microsoft Visio.
* Maintenance of the LAN switches
* Monitored performance of Network and Servers to identify potential problems and bottleneck.
* Implement QOS for Voice, Video against DATA by IP Precedence and DSCP.
* Worked on 4500 Catalyst switches for LAN requirement and for troubleshooting LAN issues.
* Maintenance and Troubleshooting of LAN connectivity problems using Ping, Trace route.
* Worked with voice gateways and setting up DHCP pools on the Gateways.
* Working with remote offices to implement their new VoIP phones, Unity Voice Mail, Voice Gateways

**Soti India, Haryana, India Jul 2012 – Nov 2014**

**Network Engineer**

* Carried out configuring Routing protocols such as OSPF and policy-based routing, configuration 7609, 7606 with OSPF and catalyst 6509, 4500, 3550 switches with various VLAN
* Supported on Cisco Nexus 5000 and Nexus 7000 Series Switch fabric links.
* Excellent knowledge and experience on different platforms like Cisco, Juniper, Checkpoint, F5 Big-IP LTM load balancers and VMware.
* Supported nationwide LAN infrastructure consisting of Cisco 4510 and catalyst 6513, testing authentication in OSPF, LDP and BGP, WAN Infrastructure running OSPF & BGP as core routing protocol
* Configured and troubleshoot OSPF, BGP, and EIGRP
* Hands-on experience with installing and managing IT services such as Active directory, site replication, DNS, SSH, DHCP, DNS, NAT and VMware.
* Experience in VMware by using VMware we create a new OS for new servers
* Experience in Cisco ASA 5540 firewall creating access rules for various DMZ containers for both inbound and outbound traffic.
* Analyzed and Solved Networking issues using tools such as Wireshark, TCPDUMP, scrutinizer Netflow, Solarwinds Orion, Riverbed mazu, Firemon Security Manage.
* Working knowledge on CSM to push the firewall rules in CISCO ASA's across the DC's.
* Updating the system with improved & latest technological tools to increase overall productivity & efficiency; involved in documentation, preparation & escalation of reports for each process
* Recommending improvements in the operations and processes to make the system foolproof; monitoring the network functioning and carry out performance tuning.
* Driving significant efforts in ascertaining that the technical solutions were designed for performance, reliability, scalability & supportability
* Knowledge on cisco unity connection (CUC)

**CTRLS, Hyderabad, India May 2011 – Jun 2012**

**Network Engineer**

* Maintaining multiple customer networks.
* Handled team for IFL & Carnation customers.
* Preparation of SOP's and SIP's for customer networks
* Configuring and troubleshooting Cisco routers 3845, 3825, 2821, 1841,
* Handling network problems at local as well as remote sites.
* Configuration of Cisco catalyst 4500, 3750, 3560, 2960.
* Configuring and managing VLANS, VTP Domains, Ether channels, STP, HSRP, Inter VLAN routing and Trunking.
* Planning and execution of projects and activities with co-ordination with Business/Other

**Education:**

**Bachelor of Technology in electronics and Communication Engineering**

Jawaharlal Nehru Technological University – Hyderabad, India

**References:** Available upon request