**Ramdeva Reddy**

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(917) 342-2431

**Professional Summary:**

* Over 6+ years of experience in Cisco VOIP equipment’s and VoIP related technologies
* Detail oriented and 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), Unified Contact Center Express (UCCX) and voice applications.
* Knowledge on Unified Contact Center Enterprise UCCE.
* Familiar with managing Cisco Unified Call Center Managers, UNITY voicemail systems, H323 and SIP voice gateway, LAN/WAN and System Integration.
* Created Voice Mail boxes, call handlers, create and reset passwords.
* Created dedicated VLANs for Voice and Data with QoS for Prioritizing VOICE and DATA.
* Extensive knowledge of installing advanced configurations on Cisco Call Manager platforms.
* Created an enterprise dial plan in Cisco Call Manager and Cisco Gateways.
* Strong experience performing: Layer 2 and Layer 3 switching, VLANs and 802.1Q trunking, and Inter-VLAN configurations, PRI (Primary rate interface).
* Knowledge of Fax server.
* Knowledge of Telepresence SX Series and Codecs C40.
* Hands on experience in deployment of CUCM versions [9.1and 10], Cisco Unity Connection [8.5], CME and Cisco Unity Express.
* Designed, Installed and maintained several different sizes and varieties of phone and data equipment on the customer premise
* Subject Matter Expertise of VOIP protocols H323/MGCP/SIP/SCCP.
* Advance level troubleshooting skill set 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.
* Worked on Cisco Routers-2600, 2500, 3600, 3745, 3845, 3900E, Cisco Switches-6500, 3550, 2900 and CODECS ( G711, G729 ).
* Expert level knowledge of IP Telephony Features Extension Mobility call flows/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.
* Integration of IM&P with Call Manager using SIP Trunking for Presence capabilities and using Jabber.
* Configuring QoS/Auto QoS in LAN and WAN environment.
* Expertise in Unified Communication (UC) technologies including SIP trunking, Session Border Controller (SBC), IP-PBX, PSTN gateway
* Creating reports from Cisco Unified Communications for Management review and decision making.
* Configuring Call Detail Records and Call Management Records
* Monitoring Cisco Unified Communications health using RTMT.
* 24/7 availability for supporting the environment.

**Skills:**

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| **Cisco UC Software** | Cisco Unified Communications Manager(CUCM), Cisco Unified Communications Manager(CME), Cisco Unity Connection (CUC),),IM &Presence. |
| **Cisco UC features** | Extension mobility, logical partitioning, music on hold, licensing |
| **Cisco UC Devices** | IP Phones (794x, 6921, 796x, 8841,8845, 8861,), Soft Phone, Cisco Jabber, Cisco IP communicator. |
| **Protocols** | H.323, SCCP, SIP, MGCP, RTP, RTCP. |
| **VoIP Platforms & Codecs** | CME, FXS/FXO.  G.711 and G.729 Codecs. |
| **Switches** | 3560, 2900, 6500,3750, 4500, 4900 |
| **Routers** | 1800, 2600, 3600, 4600 |
| **Networking, Routing & Switching Protocols** | OSI, TCP/IP, UDP, BGP, EIGRP&OSPF, LAN, WAN. |
| **Server Maintenance** | VMware, TFTP, DHCP, Active Directory. |
| **Networking Software** | Wireshark, Putty, Teraterm, GNS3 |
| **Operating Systems, Other Software** | Windows 8.1, 8, 7, XP, 2003, 2007.  Microsoft Office.  Cisco IOS 12.x, 15.x, xml |

**Professional Experience:**

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| **T-Mobile, Seattle, WA**  **Senior VOIP Engineer** | **March 2015** - **Present** |

**Responsibilities:**

* Involved in planning, design, implementation of unified communications like Cisco Unified Communications Manager, Cisco Unity Connection and IM and Presence
* Developed Architecture and support infrastructure of unified communications features, applications, jabber client, voice gateways, SIP/H.323/MGCP
* Performed upgrades on CUCM, CUC, IM&Pfrom version 9.x to version 10.x. Configured voice gateways and installation based on requirement.
* Provided troubleshooting solutions and configurations to Cisco Unified Communications collaborated product-line version 9.x to current version 10.x for priority 1 and priority 2 solutions
* Configured CUBE and have working knowledge on CUBE functions
* Involved in configuring dial plan with partitions, route pattern and managed configurations
* Prepared method of procedure for Cisco infrastructure deployments and configurations
* Configured Cisco IP phones 794x,796x,8845, 8861 and troubleshoot if any issue occurred
* Configuring SRST for small sites on Cisco 3945 voice gateway, troubleshooting WAN link if fails
* Configured VLANS for voice and data separately with the priority of voice with necessary CODECS
* Installation of ESXI and created different Virtual Machines in ESXI platform
* Troubleshoot LAN/WANs
* Worked on customer complaints and responsible for solutions
* Implementation of features such as Voice Mail, Extension Mobility, Single Number Reach, Call back
* Responsible for Cisco Unified Manager Administration, managing end users
* Configuring phone system integration to Cisco Unity Connections
* Configured analog lines such as FXO, FXS

**Environment:** CUCM v6.0-11.0, Cisco Unity Connection, Cisco IP phones 7941, 7971, 7961, Cisco IP communicator, Cisco Jabber, Cisco voice gateway 3945, FXO/FXS lines, Windows, Cisco Emergency Responder.

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| **Kaiser Permanente, CO**  **Cisco VOIP Consultant** | **March 2014** – **Feb 2015** |

**Responsibilities:**

* Deployment of Cisco voice solution for 34 offices, more than 15000 phones. Involved in method of procedure of deployment and documentation of process, troubleshooting the issues and raised tickets for incidents
* Upgrades from CUCM, CUC from 8.x to 9.x, Installing and configuring CUCM9.x, CUC 8.x,9.x
* Phone system migration from Avaya phone system to Cisco phones system as well as new cisco IP telephony system and documented pre/post checks to customer
* Configured IP phones 7900, 8800 series and supported for troubleshooting
* Worked on bulk administration tool for creating phones, CTI ports and managing users
* Design, configuration and managing of Cisco Call Manager Auto Attendant
* Rerouting of voice traffic during an outage by changing route groups/route patterns within CUCM
* Move, Adds, and Changes in CUCM
* Voice gateway debugging and CUBE SP troubleshooting
* Configuration and installation of Jabber client in MAC and windows
* Installed virtual machines in the ESXI platform
* Configured various CUCM features like route pattern/group/list and hunt pilot/list, line groups, partitions, device pools and call search spaces, Media resources, Extension mobility
* Implementing VoIP solution over IPSec tunnel and procuring and coordinating installation of FXO/FXS lines at small client sites.
* Procuring quotes from various ISPs for WAN link procurement and performing test and turn-up for remote client site location.

**Environment:** CUCM 8.x, 9.x, CUC 8.x, 9.x,), IP phones 7900, 8800, IP sec tunnel, CTI ports, H.323 clients, Cisco jabber, FXO/FXS lines

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| **Ericsson India Global Limited, Bangalore, IN Network Administrator (Voice)** | **June 2011** - **July 2013** |

**Responsibilities:**

* Installed and administrated Cisco Unified Communication Manager (CUCM 8.6.), Cisco Unity Connection (CUC 8.6.).
* Configured IP phones 7940, 7942, 7960, 7961, 7975-G
* Executed several implementations on CME and unity express
* Configured Cisco Unity with call handlers, auto attendant and voicemail integration
* Monitoring IPT voice quality and troubleshooting the quality issues by transcoding Codecs, verify end to end VOIP signaling,
* Created and managed user profiles for Cisco Call Manager and Cisco Unified Communication Manager
* Worked on both Analog, digital voice gateways such as FXS, FXO, MGCP, SIP, H.323.
* Creating Route patterns, Route groups, Route list on Cisco Unified Call Manager.
* Configured Cisco Voice payload sizes in cisco call manager
* Upgraded different licenses for various features
* Configuration and maintenance of SIP trunks and Cisco UCS servers as required by the client. Worked on installation and upgrades of CUBEs.
* Handling priority 2,3 issues related to CUCM, CUC 8.6.
* Configured Voice mail boxes, system call handler, Extension mobility
* Responsible for interaction with Cisco TAC Team, Cisco Advanced Services & Development Engineers

**Environment**: Cisco Unified Communication Manager (CUCM 8.6), Cisco unity connection (CUC 8.6), IP phones 7940, 7942, 7960, 7961, 7975-G, FXS, FXO, MGCP, SIP, H.323.

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| **Ikya human capital solutions, Chennai, IN**  **Network Engineer** | **May 2010** – **June 2011** |

**Responsibilities:**

* Support and troubleshoot network issues on Switches and routers, created trouble tickets when necessary
* Deploying the Network infrastructure as per customer requirement
* Creating VLANS with 802.1q tagging, configuring VTP and STP
* Configured IP routing protocols BGP, OSPF, EIGRP, RIP v1/v2
* PerformedIOS upgrades on catalyst switches 2900, 3500 and Cisco ISR routers3600, 4300, 4600
* Configured and resolved various OSPF issues in an OSPF multi area environment.
* Design and configure existing WAN infrastructure for Data and VoIP with MPLS Cloud network.
* Performance management with various tools to ensure Availability, quality of service, Network stability
* Worked on configuration, fault, performance management by using network tools
* Follow escalation matrix, ticket queue and support to on call tech
* Provisioning new users, network devices and servers
* Performed health check on servers
* Assisted in design and implementation of load balancing solutions.
* Knowledge on Cisco firewalls, NAT, IP traffic call flow, sniffing, monitoring of live traffic streams using Wire shark.

**Environment**: Catalyst switches2900, 3500 Cisco ISR routers1800, 2600, 3600, 4300, 4600

Protocols BGP, OSPF, EIGRP, RIP v1/v2, LAN/WAN, VTP and STP

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| **Certifications** |  |

* Cisco Certified Network Associate (CCNA)

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| **Qualifications** |  |

* Master of Science in Digital Sciences
* Bachelor of Technology in Electronics and Communications Engineering