

**Kishore.k**

**Cisco VoIP Engineer**

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To obtain a position in Voice over IP (VOIP) and networking technology.

**SUMMARY**

 Dynamic performer with around 6 years of experience for Routing, Switching, VoIP and Cisco unified communication products.

 Experienced with Cisco Unified Communication Portfolio, Cisco Unified Communications Manager (**CUCM**), Call Manager Express (**CUCME**), Cisco Unity Connection (**CUC**), Unified Contact Center Express (**UCCX**), IM and Presence.

 Worked extensively in **Cisco Voice Gateways** 3600, 3745, 3845, 2600, 2900 &3900 series, Cisco Switches 6500, 3550, 2900 and **Codecs** (G711, G729).

 Worked on Cisco **IP-Phones** 7931, 7940, 7945, 7965, 7975, 7841, 8941, Cisco CTS, Movi, Jabber

 Good knowledge in VoIP, **SIP, MGCP, H.323, PRI, SIP trunking** and **Analog (FXS/FXO)** Voice Protocols, Routing Protocol (**OSPF, EIGRP, IGRP, RIP**), Transport Layer Protocols **TCP, UDP**, and **IP Subnetting.**

 Expertise on project management and implementation of a Microsoft Lync 2013 Unified Communications system across our offices.

 Have experience in debugging Call Flows, Call Routing, and Gateway by analyzing topology diagrams.

 Have good understanding of secure voice **TLS** and **SRTP**.

 Good knowledge in Layer 2 technologies & Layer 3 technologies.

 Knowledge in virtualization (**VMware**) technologies such as **vSphereEXSi**, and vSphere client. Worked on MCS 7845 and UCS C220, C240 series.

 Hands on experience in using telecom test equipment's and analyzers.

 Have ability to troubleshoot system failures up to the subsystem or component level for isolating problems and getting the root cause.

 Good experience in working with customers and support teams to reproduce the issues at local lab.

**SKILLS**

**Certifications**

 Cisco Certified Network Associate (200-120)

 CCNA Voice Certification (640-461)

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| **Cisco UC Software** | Unified Call Manager (UCM) 6.x – 10.x, Unity (Unity, Unity Connection and Unity Express), Cisco Contact Center Express (UCCX), Cisco WebEx, Cisco Unified meeting place. |
| **Cisco UC features** | Cisco CME, SRST, SIP Gateways, SIP Trunking, CUBE. |
| **Cisco UC Devices** | IP Phones (794x, 796x, 797x, 3rd Gen), Cisco Jabber, Cisco IP communicator. |
| **Protocols** | H.323, SCCP, SIP, MGCP, RTP, RTCP. |
| **VoIP Platforms & Codecs** | CUE, CME, FXS/FXO.  G.711 and G.729 Codecs. |
| **Switches** | Switches: 2800, 3560, 3750 and 4500. |
| **Routers** | Routers: 2811, 2951, 2821, 3845 and 3945. |
| **Networking, Routing & Switching Protocols** | OSI, TCP/IP, UDP, TCP, RIP, RIP v2, IGRP, EIGRP, OSPF, STP, VTP, DNS, DHCP,FTP, HTTP(S), SMTP, ACL, NAT, 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, 2000.  Microsoft Office.  Cisco IOS 12.x, 15.x.  IBM Lotus Notes and Domino 8, IBM DB2, Rational Application Developer for WebSphere Software V6.0, Rational Functional Tester for Java. |

**PROFESSIONAL EXPERIENCE**

**Money Gram International Lakeland, Florida**

**Network Voice Engineer July2015 to present**

**Responsibilities:**

 Deployed IP telephony setup for multisite campus with centralized call processing using **CUCM 10.5, UCCX 10.5 and UC 10.5**.

 Configured and managed Cisco Unified Communication Manager (**CUCM 10.5**), Cisco Unified Contact Center (UCCX 10.5) and Unity Connections (**CUC 10.5**), Cisco IM & Presence 10.5 and Jabber.

 Handled **SRST, Voice Routing Protocols** and **Voice Gateways**.

 Created an enterprise dial plan with Route partitions, Calling Search Spaces, Line Groups, Route lists and Route Patterns in Cisco Call Manager and created VLANs and necessary configuration.

 Configured and installed VOIP devices and IP Phones such as **8945, 8851, 8841, 7841, 7942, 7960, 7961, 7971G-Ge, 7975G.**

 Provided technical support and training to users on the network.

 Created an enterprise dial plan in Cisco Call Manager and Cisco Gateways.

 Configured **H323, SIP & MGCP** Gateways.

 Support cisco **CUCM**, Unity day to day support. Provide support for call centers connected to the Cisco **UCCX** call center**, IVRs**, and **call recordings**.

**Environment:** CUCM, CME, UCCX, Voice-mails, Voice gateways, IP Phones, PBX, MGCP, SCCP, SIP, H.323, SRST, Gatekeeper, FXS/FXO, Troubleshooting.

**Scripps Networks Interactive Inc. Knoxville, Tennessee**

**Voice Engineer October 2013 – June 2015**

**Responsibilities:**

 Worked with a team in the deployment of IP telephony setup for Subscriber site with centralized call processing using **CUCM 8.6.2,9.1.2 UCCX 8.5** and **UC 8.6.2**,**9.1.2**

 Installation and management of **overall administration of LAN, WAN**, systems involving design of network layouts, configuration and maintenance, Commissioning Routers & Switches, firewalls, IPS and ensuring maximum uptime during site deployment to VoIP.

 Implemented call routing, call management and computer telephony integration

 Integrated **CUCM** and **CUC, CUCM** and **IM & Presence** and **Jabber, CUCM and UCCX**.

 Created Subscriber services, skill sets, prompts for **UCCX deployment**

 Executed several implementations of **Cisco CME and Unity express.**

 Handled **SRST**, Voice Routing Protocols and Voice Gateways.

 Configured **H323, SIP** & **MGCP** Gateways.

 Server maintenance through **VMWare**.

 Created **Dial-Plans**, **Dial-Peers,Route Patterns, Route Groups, Route Lists, Calling Search Space, Partitions** and upgraded Cisco Unified Communications applications.

 Provided On Call **support for Cisco routers**, switches including Call Manager, Access Control Lists on LAN and WAN, Cisco AAA authentication configuration and support for VPN clients.

 Created **Voice Mail boxes**, **call handlers, create and reset passwords.**

**Environment:** CUCM 8.6.2,9.1.2, UCCX 8.5, UC 8.6.2,9.1.2 H.323, MGCP, SIP, LAN/WAN, VMware, Cisco IP Phones, CME, CUE, ACL, Troubleshooting.

**Avineon India Pvt. Ltd, Hyderabad**

**VoIP/Network Engineer May 2011 to August 2013**

**Responsibilities:**

 Executed several implementations of cisco **CUCM.6x-8.x, Unity 7.x-8.x, CME** and unity express.

 Monitored and troubleshoot call routing, number translation, pickup groups, and call handler issues.

 **Troubleshoot IPT** voice quality issues between and within locations

 Designed, tested and implemented cost effective customized Voice solutions for clients including full and fractional **ISDN-T1** circuits.

 Ensured proper connection of **SIP** or **H.323** protocols.

 Demonstrated thorough understanding of Voice Gateways (**SIP, H323 and MGCP**), Protocols (**H323, SIP, and MGCP**) in providing solutions to customer.

 Integrated the cisco unified wireless IP phones with cisco unified call manager and cisco unified **CME** using **IEEE 802.11** over a cisco access point.

 Handled **SRST**, voice routing protocols, **QoS** and voice gateways.

**BSNL India**

**Network Support Engineer. Feb 2010 – Apr 2011**

**Description**: Installation, configuration, Firmware upgrades, maintenance and support of network equipment (Cisco Routers & Switches). Supporting and troubleshooting network related problems Monitored network systems operations and conducted systems performance evaluations and system diagnostics.

**Responsibilities:**

 Responsible for resolving network problems and assisting users on the network.Performed scans for **LAN** and **WAN** connectivity.

 Executed several implementations of **cisco CME** and **unity express**.

 Integrated the cisco unified wireless IP phones (792X,796X,794X series) with cisco unified call manager and cisco unified **CME** using **IEEE 802.11** over a cisco access point.

 Updated operating systems security patches.

 Cisco router configuration set up using routing protocols like **RIP**, **EIGRP**, **OSPF** and **BGP**.

 Switching related tasks included implementing **VLANs** and configuring **ISL trunk** on Fast-Ethernet channel between switches.

 Physical cabling, IP addressing, Wide Area Network configurations.

 Worked on **2600**, **3600**, **3700**, **2800**, **7206, 7600** series of **routers**.

 Worked on **1900**, **2900**, **3500**, series of **switches**.

 Create Active Directory, user accounts; shared Network drives, setup user privileges & permissions

 Setup **DHCP, DNS, VPN, VNC**, E-Mail accounts

 Install and monitor Windows Server 2000, 2003 & 2008, Mac Server, and Linux.

 Installation and support Exchange Server 2003.

 Configuring routers and send it to Technical Consultants for new site activations and gave online support at the time of activation.

 Supporting Development team for the access to corporate network and outside world. Providing access to specific IP, Port filter and port access.

**Environment:** Routers and Switches, IP Subnetting, Firewall Access List, EIGRP, OSPF, WAN, VLANs, Wireshark and Troubleshooting.