

Robert Youngquist

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Voice and Network Engineer

I am a Voice and Network Engineer with over 13 years of experience. After 4 years of Military Communications, I started my technical career in the private sector as a cable technician. I spent 7 years at Platinumcom and Extenda designing, installing and supporting phone, voice mail and call center solutions in single and multi site environments. I have spent the last 4 years as supporting campus and multi site Networks and VoIP systems while being a member of Sasco/SBIA and Epic IT staffs.

My key strengths are in design, implementation and support of Unified Communications and Networking systems for single site, campus and multi site environments. I work well with my peers, customers, end users, vendors and carriers. I have experience in the education, manufacturing, financial, medical, airline and transportation industries.

Relevant Experience

Epic Managemet LP - While at Epic I supported 18 sites and worked closely with affiliate network engineers in a fast paced and growing medical group. Epic provides support services to Beaver Medical who also has affiliations with Loma Linda University, Redlands Community Hospital and Pinnacle Medical Group. My daily tasks included network and VoIP adds, moves and changes, day to day break fix, network and VoIP project design and ongoing support of the enterprise wide network. Projects included a WAN conversion from OSPF to BGP, Cisco VoIP 5 site roll out and a DR site with HP EVI, HPs equivalent to Cisco OTV.

San Bernardino International Airport (SBIA) - I was the Network Engineer on a maintenance contract for the San Bernardino International Airport. This was a Sasco contract where I was an employee during the duration of the contract. My daily duties included support of the campus network which included all cabling and infrastructure, Cisco routing, switching, wireless and Unified Communications as well as Airport audio and visual systems. After the contract expired, I had an opportunity to continue with Sasco in their cabling division but wanted to continue my carrier as a VoIP and Network engineer.

Enterprise Rent-a-Car (ERAC) - While at Extenda I was the design and implementation engineer of a S. California Unified Communications project for Enterprise Rent a Car. This project consisted of a new MPLS network to facilitate the new centralized VoIP phone, voice mail and call center solution headquartered at their LAX facility. The project replaced all telecom systems at 10 S. California Airport locations.

Desert Oasis Healthcare (DOH) - While at Extenda I provided support for the DOH voice network for over 6 years which had over 2,000 phones and UC devices across their 13 networked locations. This included assisting their IT Dept with new location or relocation design, programming and implementation. Ongoing maintenance also included adds, moves and changes and all cabling needs. I provided trouble resolution for all voice and data T1 and PRI circuits. I also provided class room training for their IT staff on the subjects of Telecom, VoIP, QoS and Networking to help them become self sufficient.

Education

ITT Technical Institute Associate Degree

Major Information Technology

GPA 3.83

3/2003

Certifications

Cisco CCNA Routing and Switching

5/2002

Cisco CCNP Routing and Switching

7/2013

Cisco CCNA Voice

1/2013

Cisco CCNP Voice

2/2013

CompTIA CTP Convergence Technology Professional

6/2005

PBX-Unified Communications Basic and Advanced Certifications - InterTel, Samsung, Mitel and Siemens

FIS Certified Fiber Termination-Fusion Splicing

Experienced in the following Technologies:

Campus and Multi Site Routing: PBR, GRE, EIGRP, OSPF and BGP. DR site HP EVI routing, HPs equivalent to Cisco OTV. Firewalls. Single Site and Campus Switching: VLAN, VLAN load balance, STP, RSTP, PVST+, MST, HSRP, VRRP, IRF, LACP and switch stacking. Cisco VoIP - 69-79XX Phones, MGCP-H323 Voice Gateways, Fax, Call Manager v6 to 9. Unity Connection voice mail. UCCX ACD. TCP/IP, Radius, AAA, DHCP, DNS, Solarwinds network monitoring. Cisco wireless access points and controllers and P2P wireless.

Epic Management LP

Network and VoIP Engineer 7/2013 – 2/2015

Provide daily support of the Epic WAN which included 18 sites as well as worked closely with our affiliates Loma Linda University/Hospital, Redlands Community Hospital and Pinnacle Medical Group with whom we shared a MetroE WAN. This included adds, moves, changes, break/fix, design, implementation and ongoing maintenance of the following devices but not limited to: Routers, Switches, Firewalls, Web Filter, Call Manager, Unity voice mail, UCCX ACDs, IP Phones, APC, Battery Back Up Units, Controller Based Wireless Access Points and Point to Point wireless connections.

I work with the following manufacturers, Cisco, HP, Clear OS, Barracuda and Meraki and others. I also provide training for Tier 1 and 2 techs for VLAN changes and basic networking as well as involved in budgeting. Responsible for new site turn ups, relocations and remediation's in regards to the network, cabling infrastructure and network and voice services. Used Cherwell for ticketing system and change requests.

Relevant projects include but are not limited to:

- * Dual WAN roll out replacing our OSPF routing domain with BGP for Data - VoIP diverse paths which backup each other.
- * Implementing a new Staging DR site using HP EVI (Cisco OTV equivalent) to be later moved to a Co Lo in Las Vegas.
- * Improving our UC environment high availability by prepping to move our UC Subscribers to our staging DR site.
- * Improving our Data Center high availability with HP IRF (Cisco VSS equivalent).
- * Moved away from 90% our voice PRI's and POT's lines to SIP Trunking while adding redundant gateways and SRST.
- * Upgraded our web environment from Clear OS Proxy servers to Barracuda Web Filters in transparent mode.
- * Continued our Cisco UC roll out, cutting sites from Nortel PBX to Cisco Unified Communications Manager, Unity and CCX.

Sasco (San Bernardino International Airport)

Network Engineer 6/2011 – 2/2013

Was a Sasco employee serving as network engineer on a maintenance contract for the San Bernardino International Airport. Managed a staff of 4 jr. technicians due to the 7 x 16 hour shift obligation. Daily tasks included maintenance of the Cisco Unified Communications, Routing, Switching and Wifi devices as well as, design, validation, documentation, upgrades, backups and inventory control of existing and new campus systems. In addition to this, I provided support of the Airport Infrastructure, Cabling, Audio and Visual systems and basic PC and Server support.

Relevant projects include but are not limited to:

- * Completed the design and implementation of the campus network to include High Availability with HSRP and PVST+.
- * Maintained 70-3750s, 8-6509s, 10 Routers, 10-voice gateways, 6 VG-224, 80-WAPs, 4-Wireless Controllers and 4-ASAs.
- * Implemented a Call Manger and Emergency Responder E911 solution and SRST and supported 6 Cisco UC servers.

Extenda Telecom and Network Engineer 2/2005 – 3/2011

Began as a field technician cabling and installing hardware and spent my last 5 years as a design and implementation engineer. I provided support for a S. California client base of roughly 400 customers. My main duties were designing, installing and supporting Unified Communications solutions while providing the LAN and WAN network support needed for these systems.

Performed multi platform integration of traditional PBX and VoIP phone systems to include: Unified messaging, e-mail, voice mail and call center solutions with Mitel 3300, Inter Tel Axxess and 5000 and Samsung 100, 500 and 7400 systems. Performed system upgrades and backups.

During my time at Extenda I was Lead Engineer of 10 PBX and VoIP system installations/migrations and worked on voice networks with as many as 2,000 end points. I worked with POTs, PRI, SIP, voice T1 data T1 and DSL services. I worked with copper and fiber cabling systems to include but not limited to CAT3, CAT5, CAT5e, CAT6 CAT6a, 25-200 pair feed cabling, MM and SM fiber. I always worked close with the customer and carrier to ensure successful deployments.

Experience Page 2

Electric Guard Dog Security Technician 5/2003 – 2/2005

Maintained and serviced high voltage security fence, motion and access control systems. My customer base covered California, Arizona and Nevada. The fences were 10,000 volt systems using AC and DC current.

Platinumcom Corporation Telecom Technician 9/2001 – 5/2003

Provided Phone and Voice Mail solutions for small to mid size businesses to include multi site systems. Installed and maintained Siemens HiPath 150 PBX systems, voice mail and unified messaging to include multi site systems. While at Platinumcom I was involved in a new phone system roll out for the Rialto School District. Daily duties included programming, adds, moves and changes services. Worked with Internet and voice services to include: Frame Relay, POT's, PRI, T1s, PPP, VPN, DSL and VoIP. I also installed and maintained a 80 camera and 40 door CCTV and Access Control System with Kallatel and Kantec equipment.

Installed and maintained cabling systems to include: CAT 3, CAT 5, CAT 6, 25 to 100 pair and fiber. Provided networking services when needed installing and configuring routers, firewalls, switches and VPNs. Installed and maintained several Windows NT - 2000 Domains to include users, groups, network shares, printers and file servers. Supported PC hardware, software, antivirus and back up services.

PM Electric Inc. Assistant Project Planner 2/2001 - 8/2001

Involved in the last six months of a Nortel LAN / WAN roll out for K-Mart Corporation that affected 30 stores in four western states. Worked with Nortel switches and routers. Installed CAT 5 and fiber cabling.

United States Army Communications Technician 1/1997 - 1/2001

Deployed, maintained and troubleshoot mobile LAN / WAN communication systems. Each system provided voice, data, fax and cellular services through wireless, copper and fiber mediums. Successfully ended military service as a 6 man team leader.

Watkins Motor Lines Dock Supervisor 6/1989 – 10/1995

I started as a dock worker loading and unloading trucks. Over time I was promoted to dock supervisor. I spent the remainder of my time at Watkins performing various duties such as supervisor, dispatch and some operations functions.

Throughout the years, I have had some small short time work. Full details can be provided if desired.