Benjamin Y. Mikhail

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**Summery:**

Offering history of dedication and achievements to ensure support operation in customer satisfaction. Technical expertise in installation configuration and troubleshooting in Data-Desktop/Laptop and Voice-IP Telephony/WIFI on LAN/WAN and performed systems backup and recovery in data center environment.

**City of Joliet, Joliet, IL 12/2014 - 12/2015**

**Cisco IP Admin**

* Supporting Cisco equipment Infrastructure by monitoring in Solarwinds 24/7 for the City of Joliet, Able to lead in technical matter in voice outage calls, Switches, Routers, Gateway’s, Internal/External Wireless Bridge connecting all equipment’s to a network infrastructure with APC/UPS and with some sits on generator backup.
* Able to troubleshooting the following Cisco voice applications, Cisco Unified Communications Manager 8.6

Cisco Unity Connection Voicemail, Cisco Emergency Responder, Cisco Contact Center Express.

* Hands-on experience on Cisco Voice Gateways, VLAN, VOIP endpoints as Cisco IP Telephony, video surveillance, Cisco IP Communicator, Jabber, SIP Soft Phones.
* Administration on Cisco VoIP service provisioning methods and procedures related to Moves/Adds/Changes along with system level provisioning including Route Lists, Patterns, Hunt Groups and Hunt Lists.
* Infortel Select a Call Accounting and Reporting systems capture (CDR) on usage, costs and employee activity.
* Cisco Emergency Responder helps manage emergency calls in telephony network with Intrado (911) solutions for IP telephony, supporting business in relay/call center so that the first responder can react to these calls effectively and comply with local ordinances concerning the handling of emergency calls.
* Documentation oriented: Create/Update the Standard Operating Procedure and update the knowledge database documentation whenever required not limiting to negotiating contracts with vendors to reduce pricing and fees while ensuring the continuation and enhancements of services.
* Managing work load in Track-It a Help Desk Software System from creating, resolving and closing technical Issues

**Federal Emergency Management Agency, Washington DC 11/2013 - 11/2014**

**Telecommunications Specialist**

* Served as Telecommunication administrator in Joint Field Office, with the day-to-day operations of a large telecommunications service office.
* Supported **Avaya Aura Communication Manager** from administration, configuration, maintenance and upgrades, performance monitoring, problem analysis / resolution and system backups
* Responsible for the configuration, deployment, testing, maintenance, monitoring and troubleshooting of telecommunications components
* Performed setup of nodes environment to include PC, printer, servers, and connectivity to LAN/WAN, Assists in facility telecommunication surveys and evaluations.

**Pactiv Data Center: Lincolnshire, IL 02/2013 - 10/2013**

**Telecom Analyst**

* Administration and support for Avaya. Provide on-site support including MACD and performing maintenance.
* Cisco Unified Call Manager, Avaya Aura Communication Manager as System Administrator in LAN/WAN
* Experience with Remedy Ticketing System. Work to solve technical, end user problems and process tickets related to IP Telephony work. Telephony cabling and station problem determination. Performs escalations to Information Technology Operations groups in accordance with departmental standards and performs notifications as needed.
* Responsible for the configuration, deployment, testing, maintenance, monitoring and troubleshooting of telecommunications components.
* Applies business and technical analytical skills to analyze, identify, design, implement and develop comprehensive support processes to resolve complex business and operational issues involving multi-tiered Avaya Telephony applications.
* Ensure all service-level agreements are met and objectives are achieved.
* Administration and deployment of service desk call flows and technologies, writing, changing, programming, as well as; onsite repair and Migration.

**Federal Emergency Management Agency, Chicago, IL 04/2006 - 01/2012**

**IT Specialist**

* Proud to serve as Logistics Section Chief to support our staff, clients, citizens and first responders by delivering great service in customer satisfaction.
* Served as an IT Computer Specialist for PDA, DRC, IMAT, RRCC and Regional Office. Served as Communication Unit Leader in JFO and IOF.
* Supporting, building and managing in remedy by unifying IT operations management. Technical desktop support specialist in IP telephony, smart phones, pads, laptops and workstations with Active Directory on LAN/WAN infrastructure.
* Support in public wireless system and private Access Point by using Cisco VPN.
* Served as telecommunication Specialist on Avaya Intuity AUDIX with Avaya Definity G3 PBX Gateway, building and managing cables or Adding, changing and relocating POTS, analog, digital and VoIP in managed switch network infrastructure.

**ATT Government Solutions Supporting FEMA, Chicago, IL 09/2005 - 12/2005**

**IT Computer Specialist**

* Supporting users on computers and Avaya Phone System, Install, configure and troubleshoot hardware and software, viruses and security, ability to administer network operating systems experience with Windows 2000/XP in Active Directory, Group Policy, VPN, RDC in LAN/WAN devices wireless data access points
* Familiar with computer peripheral equipment (printers, scanners, hand-held devices, copy machines and mobile phones.

**Lancaster Health Group, Chicago, IL 11/2003 - 12/2004**

**MIS Manager**

* Managed in Healthcare facilities under HIPAA requirement.
* Provided Support 24/7 for users on O/S 9X, XP, Win2000 Apps Microsoft Family, Routers, Exchange and Servers on O/S Novell - Win2000 on LAN/WAN system.

**Education:**

* Enrolled in Skillset to achieve Certification in Cisco Voice, **Routing and Switching** Protocols Chicago, IL. 01/2016
* Associate's Degree Electronics Technology, ITT Career Training Center Chicago, IL 06/1993
* Associate's Degree General Business, Interamerican Business Institute Chicago, IL 07/1991
* Technical Certificate MS-Office Suite – AutoCAD, Sterling of Drafting and Design Countryside, IL. 03/2001