**VENKATA MADHU PRATEEK REDDY KAMBALA**

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**Summary**

* Around 9 years of relevant experience in consulting, design, implementation and managing large enterprise Collaboration (UC) and Telecommunications Infrastructure with multi vendor environments like Cisco, Oracle.
* Install, configure and support/maintain (*upgrades, troubleshooting etc.,*) Cisco Collaboration/UC suite of applications like Cisco Unified Call Manager (CUCM) 7.X/8.X/9.X.10.x, Cisco Unity Connection (CUC) 7.X/8.X/9.X/10.x, Cisco Unified Communication Manager Express (CUCME) 7.X/8.X/9.X/10.X, Cisco Unity Express (CUE) 8.X, Cisco Unified SIP Proxy CUSP 8.X.
* Experience with Centralized and Distributed Cisco UC deployment models.
* Subject Matter Expert (SME) for Oracle (*previously known as Acme-Packet*) Session Boarder Controllers (SBCs), Session Routers (*SIP Proxy*) (SRs).
* Lead the migration to Carrier SIP Trunks from PRIs/POTS.
* Experience with design and implementation of SIP Proxy (CUSP/SR) as Session Management layer to integrate different Collaboration suite of apps like CUCM, CVP, VXML Gateways, PSTN Gateways (PRI access), SBC (Carrier SIP Trunks), Microsoft LYNC.
* Experience in migration VoIP infrastructure from Avaya to Cisco and hands-on with integrating them with QSIG.
* Configuration, implementation and troubleshooting of call signaling protocols like SIP, MGCP, H.323 and SCCP.
* Configuration and troubleshooting of Voice Gateways, Gatekeepers, Inter-Cluster trunks, Cisco Unified Border Element (CUBE), Survivable Remote Site Telephony (SRST) and analog gateways (VG224, VG204, VG202).
* Experience with installation and configuration of disaster recovery (DR) datacenter site for a large enterprise consisting of their LAN, WAN and UC network zones. Consisting of devices like Nexus 7k, 5k, 2k, UCS B series 5108 Chassis & B 200M2 blades, UCS C 220M2, Fabric Interconnect (FI) 6120/6140 xp, Fabric Extender (FEX) 2100.
* Experience with ESXi 5.X, ESX 6.X and the respective V-Center.

**Certifications:**

* **Cisco: (Cisco ID: CSCO11319470, CCIE Number 44500).**
  + Associate Level (CCNA, CCNA VOICE).
  + Professional Level (CCNP VOICE).
  + Expert Level (CCIE Collaboration, CCIE Data Center).
* **Juniper: (currently inactive) (Candidate ID: SR5839497)**
  + Associate Level (JNCIA-JUNOS, JNCIA-ER, JNCIA-EX)
  + Specialist Level (JNCIS-ER).

**Work Experience:**

**CRG Workforce***, Highpoint NC.* **June 2015 – Present.**

**Client: State Farm Insurance, Bloomington IL**

**Position: Senior Network Engineer.**

* Responsible for design, planning, implementation and support for migrating 260 operations sites from PRI (*local LEC & Long Distance Carriers*) ingress to centralized SIP Trunks.
* Responsible for design and implementation of migrating enterprise call center local ingress from PRI to SIP trunks for different carriers.
* Lead a team of six engineers and developed implementation plans. Also validated site surveys for sites that are migrated to ensure smooth porting between carriers.
* Developed design control documents (DCDs) as a part of design team for use cases like N11, PSTN/Off-net access to CVP as an option on script for specific numbers using SRs, Unscreened ANI solution for SIP carriers, Migration of Right fax servers to SIP, SIP Refer on SBCs and successfully implemented all these design as part of different effort in the same project.
* Implemented and supported HPIQ (*Hold Place in Queue*) integration with a third party vendor for few contact center call flows using Virtual Hold Technology (VHT).
* Responsible for design and phased implementation of SIP integration between CUCM & analog gateway (*VG224, VG204, V202*) using G.711/PMCU as the codec for fax calls over SIP Trunks with Carriers. Tested interworking with end points like rooftop temperature monitors, Pitney Bowes postage meters under the same effort apart from faxes.
* Managed three-tier SBC Infrastructure (ESR 🡨🡪 CSD 🡨🡪ISR) that integrated all the UC and UCCE apps internal to the enterprise with Carrier SIP trunks for PSTN access and B2B partners/vendors on the external side.
* Responsible for the design and implementation to integrate IP based Secure Logix (Voice Firewall) using ENUM protocol with ESR (in 3 tier current design) & with CSD (in future 2 tier design)
* Supported applications like CUCM 8.X/9.X, CUC 8.X/9.X and worked on their upgrades to 10.X
* Supported devices like Net-Net 4500s, Cisco 3945s, 3945Es, 2951s, 2911s, VG310, VG224, VG204, VG202.

**Kronsys INC.,** *Raleigh, NC.* **Feb 2011 – Feb 2015.**

**Position: IVR Network Analyst/Sr. Network Engineer.**

* Responsible for support and managing the existing LAN, WAN & VOIP infrastructure of the enterprise.
* Worked on integrating IVR, with Genesys T-Server, Interactive Routing Designer (IRD) with in house applications like GeekSpeak, KronTron etc.,
* Provided Managed Services for Data/VoIP/Wireless networks for external clients.

**Client: State Farm Insurance. Bloomington, IL Aug 2012 - Feb 2015.**

**Position: Senior Network Engineer.**

* Responsible for providing strategic and tactical engineering support for deployment of large-scale CUCM implementations integrating unified communication technologies including Avaya, CUSP, CUC, CUCI-Lync, Cisco Telepresence and Oracle/Acme-Packet SBCs.
* Implemented QSIG & SIP configurations for voice call routing between Avaya and Cisco VoIP environments.
* Responsible for Unified Communications (Voice) deployment project for operations centers and contact centers across United States and Canada totaling over 180,000 endpoints and 18,000 remote sites.
* Responsible for implementation and maintenance of 42 CUCM Cluster (few of them are Mega Cluster) integrated with respective CUCs.
* Attended peer-review meetings for all Unified Communications related configuration changes and updates; developed and contributed to Low Level Design (LLD), Architectural Designed documents (ADD), as well as Network Implementation Guides.
* Implemented three-tier architecture (Global 🡨🡪Regional 🡨🡪 Local) for Cisco Unified SIP Proxy (CUSP) 8.5.2/8.5.4 for integrating UC and UCCE applications for call flows.
* Participated in SOW 58, to evaluate Session Border Controller from Various Vendors like Acme-Packet, Sonus etc.,
* Responsible for design, install and configuration of Net-Net 4500/ Acme-Packet SBCs across two data centers in three-tier hierarchy (ESR 🡨🡪 CSD 🡨🡪ISR).
* Responsible for design, implementation and support for Proof of Concept (POC) for 6 pilot sites to migrate services to SIP Trunking services. Also participated in evaluating carriers for the SIP T service.
* Responsible for design and implementation to ingrate one of the contact center call flows for Bank to Natural Language Processing (NLP) third party vendor.
* Worked with SIP T carriers to integrate with the enterprise SBCs and to develop E.164 dial plan.
* Responsible for design and implementation of integrating CUCM with MS Lync/Skype for Business using SBCs.
* Responsible for refreshing network devices from Cisco 2800s to Cisco 2911, 2951, 3945, 3945E across the enterprise for 260 operation centers.
* Provided support for CISCO hard phones 794X, 796X (*with expansion modules*), 9951, 9971.
* Participated in a reach SOW, which studied the induction of V-block/Flexpod/standalone UCS as server and storage infrastructure for UC vertical in the enterprise.
* Worked with Automation team in developing various tools using AXL, JavaScript and Perl.
* Worked in Technical Management Office (TMO)/designing team/Engineering team on various design enhancement.
* Configured and performed troubleshooting of ISDN T1/E1, PRI and POTS (*FXO, FXS, FXS-DID*) circuits.
* Supported third-party emergency 911-solution (E911) support for Connexon E911.
* Participated in Change Management and Release Management Processes.

**Client: Cigna Healthcare. Lithia Springs, GA & Bloomfield, CT Jul 2011 – Aug 2012.**

**Position: Network Engineer.**

* Deployed, Configured and Integrated Cisco Unified Communications Manager 8.x, Cisco Unity Connection 8.x and CER 8.x for Six different Clusters.
* Installed and Configured CISCO C - 210 M2 Standalone UCS servers to accommodate Cisco UC apps.
* Worked extensively on Cisco Call Manager 8.x, Cisco Unity & Unity Connection 8.x, 6900 and 7900 IP phones, 9971 IP Phones, Unified Personal Communicator, UCS servers, Transcoding, Quality Of Service and Music On Hold.
* Migrated 16,000 IP phones/Users from Avaya to Cisco spread across at different Cigna Sites in USA.
* Deployed and managed Cisco Unified Communications Manager 8.x, Cisco Unity Connection 8.x and CER 8.x for Cigna Real Estate Cluster.
* Migrated 6500 IP phones/Users from Avaya to Cisco
* Design, Built and Configured Datacenter sites for CIGNA.
* Deployed Cisco UCS 5108 Blade Servers chassis, UCS B200 M2 Blades, 6140 & 6120 Fiber Interconnects for UCS, UCS Manager, Nexus 7010, Nexus 5548, Nexus 2248, Nexus 1010V, CUCM 8.x, CUC 8.x, CER 7.x, CUP 8.x, 3945 gateways as ( CUBE, CUSP ) and 3925E as PRI Gateways.
* Worked on 5 Different projects between HCL and CIGNA to Design and build Cigna’s Communications access zone (Unified Communications & Contact Center), Management Access Zone, Private Wan Access Zone, Disaster Recovery and CUCM.
* Deployment of Cisco Gateways and Gatekeepers and thorough understanding on H.323, MGCP, SIP, SCCP protocols.
* Integrated CUCM with Gateways, Cubes and Cisco Unity.
* Troubleshooting CCM, CUCM, Unity, Unity Connections, Cisco Unity Express, MGCP, H.323, SIP TCP/IP, Frame Relay, EIGRP, OSPF, and Circuits
* Troubleshoot ISDN, T1 issues, Cisco IOS bugs, Route patterns, Dial-peers, CODEC G.711/G.729, TEHO, Translation rules, Hunt Groups, Auto attendant Call flow, etc.
* Troubleshoot BGP issues related to customer route prefixes, BGP route filtering policy problems.

**V-Telecoms Berhad,**  *Kuala Lumpur, Malaysia* **Aug 2010 – Jan 2011.**

**Position: Sr. Network Engineer (NOC).**

* Design, implement and troubleshot network issues and lead team of 4 Engineers.
* Designed and implemented a new network and included High Security, High Availability and QoS practices in the network.
* Knowledge transfer to their NOC TEAM on the products and technologies.
* Utilized BGP, OSPF, VLAN, VPN tunneling, VLAN Q-in-Q, MPLS, etc.
* Worked as a project lead for 3 projects to design and implement leased line and Metro-E services for customers like AT & T, Virtela Communications and LKIM (Lembaga Kemajuan Ikan Malaysia).

**Independent Consultant,** *Hyderabad, India* **Apr 2010 – Jul 2010.**

**Client: V-Telecoms Berhad. Kuala Lumpur, Malaysia.**

**Company Profile: V TELECOMS BERHAD** is a telecommunications company providing next-generation network infrastructure and services to the business community

* Reviewing the existing ISP cloud and analyzing its performance.
* Estimating the Capabilities and defects (poor design, bottle necks etc..,).
* Coming up with a New Design with Scalability and effective use of existing resources.
* Implementation of High Security, High Availability and QoS practices in the network.
* Co-ordinate with their NOC TEAM and implement the network as per approved new design in phases.
* Knowledge transfer to their NOC TEAM on the products and technologies.

**Huawei Telecommunications (I) PVT LTD.,** *Gurgaon, India* **Dec 2009 – Apr 2010.**

**Position: Network Engineer – Data Communications**

* Implemented AIRCEL BUSINESS SOLUTIONS Project.
* Tracked the implementation of nodes in multiple locations
* Maintained AIRCEL BUSINESS SOLUTIONS PAN-INDIA MPLS NETWORK Infrastructure consisting of HUAWEI NE SERIES ROUTERS.
* Hands on experience in configuration of MPLS VPN NETWORK Structure.
* Managed the backbone network connected to TATA TTSL Core Network.

**Netmetric Solutions,** *Hyderabad, India* **Jul 2007 – Dec 2009.**

**Position: Network Consultant**

* Configuration and maintenance of Cisco data and voice gateway routers, PoE switches, IP Phones, soft-phones and CUPC clients.
* Coordinating with the Telecom Vendors for Ordering, commissioning and trouble ticketing. Opening up TAC cases with Cisco when needed.
* Configured VLANs, Trunking and Inter-VLAN routing.
* Installed and configured CUCM 6.0 & 7.0.
* Configuring and troubleshooting SRST links to remote offices.
* Implementing, troubleshooting, optimizing and testing of static and dynamic routing protocols such as EIGRP, OSPF & BGP ability to resolve complex routing problems
* Very good Knowledge about TCP/IP and OSI models and troubleshooting steps.
* Implementing and troubleshooting complex layer 2 technologies such as VLAN Trunks, VTP, Ether channel, STP and RSTP.

**Technical Skills**

* Voice and Data convergent platforms (IP telephony system)
* Cisco Routers: 7206VXR, 7500, 3600, 2600, 2811, 2821, 2911, 2951 and 3845, 3945, 3945E, ASR1001
* Cisco Switches: 3550, 3560, 3750, 4500, 6500, 6509, 6513, Nexus 7000, 5000, 2000
* CISCO VoIP:
  + MCS 7845 servers and UCS B and C series.
  + CUCM, CUCME, CUC, UCCE, CUSP, SB
  + CUCM 7.x, 8.x, 8.x 10.x, CME 8.x,9.x CUE, CUCM 4.x thru 8.x, Unity 4&5.
  + Voice Gateways VG224, VG248, VG202, VG204,
  + Cisco IP Phones (Series: 7940,7960,7970, CIPC, etc.,)
* VMWare ESXi 5.x, 6.x
* Protocols:, EIGRP, OSPF, BGP, HSRP, MPLS, TCP/IP,SIP,MGCP,H323
* Network Tools/Management: SNMP, HP Openview, Solar Winds, Splunk, Palladion.
* Network Topologies: Frame Relay, ISDN, Gigabit Ethernet, OSI and TCP/IP layered architecture
* LAN/WAN technologies, MPLS, FRAME RELAY, DS1/DS3, SONET.
* Network protocols: TCP/UDP, EIGRP, RIP-v2, DNS, HTTP, OSPF, BGP.