DANILO PEGUERO

Email. [Danilo.peguero@yahoo.com](mailto:Danilo.peguero@yahoo.com)

Phone: 714-728-3488

5135 Marina Pacifica Dr.

Long beach, CA 90803

* EDUCATION
* 2002 Master of Computer Science, Business Information Systems Lynn University, Boca Raton, FL
* 1998 Bachelor of Science, Biotechnical Engineer Howard University, DC
* CERTIFICATIONS/TRAINING

CCIE – Collaboration written

CCDP, CCNP, CCNA, CCVP, MCSE, MCSA, C++

Tandberg Certified - Mobile Iron, GOOD, VCS, VCS Express, MCU, Lync Master, TMS, RMX, DMA, PRMP, and RPAD. POLYCOM EXPERT

* Technical Skills

Tasks Involve:  
-Implementing redundant SIP trunks to the servicing 20,000 calls per day.  
-Implementing cloud based Toll Free dial plan for 100 numbers sending calls into SIP trunks  
-Implementing IM and Presence to 12,000 Jabber users  
-Implementing **Video** Conferencing to room and desktop endpoints  
-Implementing Auto-Attendants for scheduling appointments  
-Implementing Voicemail to 7000 users  
-Designing an UCCE Call Center dial plan  
-Migrating Cisco Call Managers and Presence off iron onto UCS VmGuests.  
-Upgrading Cisco Call Managers clusters and other **voice** products  
-Desing Cisco Tandberg, VCS, VCS-E.TMS 15x. through 7.X

#Products  
Cisco Call Manager 6.x through 10.x  
Cisco IM/Presence 8 and 9, and Jabber 9 and 10.  
Cisco Unity Connection 7.x through 9.x  
Cisco CUBEs running as SBCs on ASR's  
Cisco Expressway and VCS 7 and 8  
Cisco Routers 2800, 3800, 2900, 3900, ASR1001  
Cisco VG350s, VG224

Cisco VCS,VCS-E,TMS, MCS, Jabber.

#Service Providers  
Verizon SIP Trunking  
Verizon Toll Free Network Manager  
Verizon Traffic Monitoring, VEC, Looking Glass.  
ATT, VZ, ISDN, T1, POTS

* EXPERIENCE

INHOUSEIT

Principal Engineer Unified Communication Engineer

Engineered and implemented multiple video gatekeepers to integrate third party video units (LifeSize, Tandberg, Polycom) with Cisco Call Manager while adhering to the 6 digit global dial plan.  
  
Configured TANDBERG's VCS solution to route high bandwidth video calls over the internet.

Evaluated and configured TANDBERG's CODIAN video bridge.

Integrated Cisco Video Advantage with the Video environment to allow users to join a multipoint video call from their desk.

Deployed Cisco Unified Call Center Enterprise across multiple offices utilizing IP IVR with 250 agents. Installing a UCCE lab to test the enhanced feature set of latest hardware/software utilizing CVP.

Mentor members of the telecommunications team for scripting changes.

ASRC, Corp. Oil & Energy.

Anchorage Alaska June 2014 to 12/20/15

#### [Sr Network Architect, IP](https://www.linkedin.com/vsearch/p?title=Sr+Network+Architect%2C+IP+Voice%2FVideo&trk=prof-exp-title" \o "Find others with this title) ****[Voice](https://www.linkedin.com/vsearch/p?title=Sr+Network+Architect%2C+IP+Voice%2FVideo&trk=prof-exp-title" \o "Find others with this title)****[/](https://www.linkedin.com/vsearch/p?title=Sr+Network+Architect%2C+IP+Voice%2FVideo&trk=prof-exp-title" \o "Find others with this title)****[Video](https://www.linkedin.com/vsearch/p?title=Sr+Network+Architect%2C+IP+Voice%2FVideo&trk=prof-exp-title" \o "Find others with this title)****

#### IM/Presence/****Voice**** Design. IP ****Voice**** architect involved with standing up a Cisco Jabber solution. Jabber solution brought IM, presence, ****voice****, ****video****, WebEX, voicemail to the desktop. Over 12,000 Jabber clients deployed internally, external Jabber clients will be able to access same internal services over the internet without a VPN client.Provide on-site & remote technical solutions to complex integration problems associated with business solutions built using Microsoft Lync Server 2013 & Lync Online with Office 365 for Microsoft enterprise customers;Engage in advanced technical troubleshooting; Deliver proactive services including technical training and risk assessments. Develop and implement strategies for providing facilitative support resulting in fewer incidents, increased

* Polycom Inc. 03/2013- May 2014.
  + Part of Americas team for Tier 4 IP office support, work directly with customer and business partners, helping them resolve issues related to IP Office , applications associated with the system, as well as network issues dealing with VOIP. Travel to site about once a week to work directly with the customer on resolving their issues. Achieved ACS and ACE certifications. The Ability to manage many ticket and customers at one time while doing other duties such as bug testing, Tier 3 knowledge transfers and assisting on helping other team members with their assigned tasks. Proficient in wire shark troubleshooting, and using sysmonDB to locate and solve problems. As lab manager I am responsible for designing, upkeep and accessibility to the Avaya Tier 3 lab. I designed and implemented a Windows Server 2008 R2 64bit cluster running on a gigabit backbone with FreeNAS as the storage server to host the Tier 3 virtual machines accessible to all tier 3 engineers to use for testing and application support. This saved the company approximately $100,000 in licenses and setup fees by using the FreeNAS storage server and implementing it I as opposed to if bought from HP.
* KLA-TENCOR 01/2012 – 03/2013
* Unified Communication Engineer (contract)
* KLA-Tencor Corporation is a supplier of process control and yield management solutions for the semiconductor and related microelectronics industries.
  + Functioning as a member of the core project leadership team. Key projects include design and deployment for Telepresence, Jabber, and UC upgrades.
  + Hold design responsibilities for international deployment of Telepresence solution to 400 end points and 65,000 users. Hardware includes DP50/55, EX 20/90, and XS20.
  + Reviewing and amending design documents submitted by business units.
  + Review and make recommendations on vendor technical proposals.
  + Providing training and direction to the video conferencing technician(s).
  + Create Lab environment prior to deployment to test configuration and recommend changes prior to deployment.
  + Coordinating room registrations and provisioning of network connections.
  + Provisioning IT equipment for VC rooms. Oversee deployment.
  + Team Lead for acceptance testing.
  + Working with business units to educate on designs and requirements.
  + Migrated from CM 7.6 to 8.5 and then 9.0.
  + Deployed WebEx server based solution across campus of 65,000 users.
* Cisco Systems (STS international) 10/2002 – 08/2011
* Field Engineer, ACE
* Cisco is the worldwide leader in networking that transforms how people connect, communicate and collaborate.
  + Provided Presales and Post-Sales support to Cisco Gold Partners for large scale deployments and upgrades. Involved in deals over $500K or 50,000 users.
  + Key VAR’s supported included Worldwide Technology, TCS and NEC.
  + End customers supported on large scale sales and deployments included Amgen, UCLA Medical Center, PIMCO, and Merrill Lynch.
  + Interacted and negotiated with vendors, outsourcers, and contractors to procure network products and services.
  + Maintained the network with an eye toward scalability and flexibility.
  + Analyzed network performance and troubleshot issues.
  + Created and maintained documentation as it relates to network configuration, network mapping, processes, and service records.
  + Maintained and managed configurations.
  + Worked closely with Corporate Infrastructure and Compliance teams to meet and exceed Compliance and Design Standards.
  + Continually assessed current state of the network against industry best practices and provided recommendations (GAP) for improvement and reduced failure through the use of redundancy and process.
  + Developed, implemented and maintained policies, procedures, and processes for network administration, network utilization, and disaster recovery.
* Barclay’s Bank 11/1998 – 06/2002
* Network/Voice Engineer
* Focused in the Financial Services Industry
  + Managed Cisco Call Manager including designed and implementing Emerging technologies such as VoIP, Cisco IP Telephony and IP Contact Center.
  + Designed, deployed, and supported Cisco Call Manager.
  + Express (VM/UM)/Unity Express solutions PBX integrations with T1 CAS, PRI and QSIG.
  + Team Lead duties included oversight of entire network and furnishing Tier II technical support.
  + Network administrator - played a key role in maintaining the network and further planned on expanding the network’s growth and change.
* Microsoft 01/1997 – 11/1998
* Network Engineering Intern
* Microsoft Corporation is a multinational software corporation headquartered that develops, manufactures, licenses, and supports a wide range of products and services related to computing.
  + Handled Tier 3 escalations and worked on break fix incidents.
  + Supported firewall and content filter.
  + Developed a strong understanding of DNS and IDS/IPS.
  + Proactive network remediation.
  + Wrote troubleshooting guides and trained Tier 2 engineers on various networking technologies.
  + Performed network traffic and trend analysis.
  + Maintained network compliance with SOX/PCI requirements.