**Jonathan Chenoweth**

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**Objective**

To design, implement, and maintain Cisco VoIP networks to meet and exceed performance expectations.

**Professional Experience**

**eLoyalty**,Austin, TX 2015 – Present

**Telecommunications Escalation Engineer**

· Design and implement H.323 connectivity for gateways and gatekeepers

· Implement MGCP connectivity with CUCM

· Design preventive failover measures such as SRST and MGCP Fallback

· Deploy ESXi on UCS C-Series servers

· Design ICM scripts for condition-based call routing

· Deploy ICM PG’s, Routers, Loggers, and HDS servers

· Act as main contact for outages or network performance issues

· Document change implementation plans and procedures

· Deploy network changes and upgrades

**eLoyalty**, Austin, TX 2012 – 2015

**NOC Engineer**

· Monitored device connectivity

· Implemented PSTN SIP Trunks

· Performed ICM call-routing changes

· Acted as primary client contact for case management

· Coordinated network changes with Cisco TAC and third-party vendors

· Designed CVP application scripts

· Documented and organized deployments and upgrades

· Developed processes and procedures relating to case resolution

· Monitored and maintained server hardware performance

**HP**, Houston, TX 2012

**Data Center Technician**

· Built and deployed server configurations

· Verified hardware stability using HP-UX scripts

· Monitored system performance

· Organized and documented configuration changes

· Performed upgrades and routing maintenance

**Education**

**B.S. in Computer Information Systems**,Tarleton State University 2010

**Technical Certifications**

**CCNA Voice** 2013

**Skills**

· 2800 Routers · 2900 Routers · 3750 Switches · UCCE 10.x · CUCM 10.x · Unity 10.x · CUPS 10.x · Java · Python