1. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
2. Maintained documentation for all telecommunication systems, including equipment inventory and floor plans.
3. Initiated improvements to operational efficiency of network.
4. Installed, maintained and supported VoIP applications.
5. Ran and analyzed call processing flows and traffic studies to determine optimum configurations.
6. Worked closely with network administrators and server engineers to deliver quality service.
7. Established data security plan and robust data recovery strategies.
8. Identified poor quality lines and underutilized circuits.
9. Researched and recommended network and data communications hardware and software.
10. Performed telecommunication and networking business evaluations.
11. Maintained appropriate environmental conditions in telephone equipment rooms.
12. Designed, installed and maintained organization's telephony network.
13. Reviewed and tested installations for compliance with quality control standards.
14. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
15. Worked with business partners to research, implement and support technology.
16. Monitored and maintained [Type] equipment at multiple locations.
17. Interpreted electrical schematics and design documents for system installation and build-out.
18. Planned and designed networking systems such as [Type].
19. Coordinated installation of new users and relocations of existing users.
20. Updated software and firmware with latest patches.