1. Installed, maintained and supported VoIP applications.
2. Ran and analyzed call processing flows and traffic studies to determine optimum configurations.
3. Designed, installed and maintained organization's telephony network.
4. Established data security plan and robust data recovery strategies.
5. Diagnosed and resolved complex integrated customer issues for implementation, add-on, maintenance and support of voice, data, VoIP and CTI applications.
6. Worked closely with network administrators and server engineers to deliver quality service.
7. Maintained documentation for all telecommunication systems, including equipment inventory and floor plans.
8. Identified poor quality lines and underutilized circuits.
9. Performed telecommunication and networking business evaluations.
10. Maintained appropriate environmental conditions in telephone equipment rooms.
11. Researched and recommended network and data communications hardware and software.
12. Initiated improvements to operational efficiency of network.
13. Coordinated installation of new users and relocations of existing users.
14. Analyzed user-generated trouble tickets to determine causes of problems and took appropriate action for resolution.
15. Analyzed and interpreted complex data from multiple sources.
16. Interpreted electrical schematics and design documents for system installation and build-out.
17. Fielded stressful calls while entering information into computer aided dispatch system for police, fire and emergency medical services personnel dispatch.
18. Performed day-to-day monitoring, management, administration and support of alarm systems.
19. Installed, maintained and supported voice/data applications.
20. Contributed to development of [Product or Service], earning sales of over $[Amount].