Peter Pan

Unified Communications Lead

[Generic Email] • [Generic Phone Number]

[Generic LinkedIn URL]

[Generic Location]

Summary

Experienced Unified Communications Lead with a strong background in designing and managing communication solutions. Skilled in project management, cloud platforms, and system integration. Holds multiple AWS and Microsoft certifications with a commitment to continuous learning.

Core Competencies

* Unified Communications Solutions
* Cloud Platforms (AWS, Azure, GCP)
* Microsoft Teams Administration & Direct Routing
* Project Management (Agile, Scrum)
* System Monitoring & Troubleshooting

Education

MBA, [Generic University], [Generic Location] BBA, [Generic University], [Generic Location]

Certifications

* AWS Certified [Specific Certification Name]
* Microsoft Teams Administrator
* CCNP Collaboration

Professional Experience

Software Consulting Firm – [Generic Location] [Generic Date]

Voice Operations Engineer

* Implemented Cisco Unified Communications solutions, replacing legacy systems.
* Configured CUCM environments and managed provisioning activities.
* Provided Level 3 support for Cisco Call Manager and Avaya environments.

Technology Firm – [Generic Location] [Generic Date]

Unified Communications / Technology Lead

* Led migration of legacy communication systems to Microsoft Teams.
* Configured and optimized SBCs for enhanced voice and video communication.
* Developed documentation and trained teams on UC best practices.

Technology Services Company – [Generic Location] [Generic Date]

Network Voice Engineer

* Led UC migration projects involving Cisco and Avaya solutions.
* Designed and executed dial plans and optimized contact center components.
* Managed post-migration support and documentation.

IT Solutions Provider – [Generic Location] [Generic Date]

Network Voice Engineer

* Managed cloud-based UC system migrations and ensured minimal disruptions.
* Conducted system audits and optimized post-migration performance.
* Provided technical support and troubleshooting.

Technical Tools & Platforms

* Microsoft Teams Admin Center, PowerShell, Azure AD
* Cisco CUCM, CUBE, WebEx, Avaya CM, SMGR
* Monitoring Tools: Nectar, Polycom, Spectralink

Achievements & Extracurricular Activities

* Led migration for a Fortune 100 company to Microsoft Teams, improving efficiency.
* Implemented Direct Routing for optimized telephony integration.
* Trained teams in proactive system monitoring and troubleshooting.
* Attended industry workshops and received recognition in cloud communication competitions.