SWATHY EDAYATH
Email ID : swathyedayath@gmail.com
Contact Number : +971586155651

- 6+ years of confirmed capability in Administration of Cisco IPT and Avaya Voice System & their adjuncts.
- Has vast knowledge of SIP, MGCP, SCCP, and H.323 protocols.
- Skilled in implementation of Voice networks and ITIL best practices

ACADEMICS

- BSC in Physics from Calicut University, Guruvayur Kerala - 2011.
- MS in System Engineering from BITS Pilani, Goa -2016.

CERTIFICATIONS & TRAININGS

Certifications:

- CCNA Collaboration
- CCNA Routing and Switching (CSCO12350029)
- ITIL® Foundation Certification - IT Service Management

TECHNICAL SKILLS

VOIP SKILLS
- Good knowledge of Cisco and Avaya Voice network deployment models.
- Configuration of Extension Mobility, SRST, SNR &MVA
- Configuration of Voice Interfaces: FXS, FXO, ISDN E1/T1.
- Configuring and troubleshooting of Voice Gateways MGCP, H323 and SIP.
- Configuration and integration of CUCM, CME, CUC AND CUE.
- Configuration and troubleshooting Avaya G450, Aura & IP office
- HLD &LLD preparation of unified communication products.
- Configuring Cisco Wireless network with Controller
- Installation and maintenance of Cisco Jabber for Android and iPhone
- Installation and maintenance of Right fax devices.
- Installation and maintenance of third party intercom solutions

ENGINEERING AND MANAGEMENT

- IT Service Management (ITSM) based on ITIL best practices: ITIL V3 Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
- CCTV Systems (HIK VISION) and Access Control system.
- Project Planning, Project Management, Systems Design,
- Deployment & Implementation.

WORK EXPERIENCES

Freelance Engineer
July 2019 – Till Date

Alsubeai Group Of Investments Dubai UAE
Network Engineer
Jan2017 – June2019

- Installation and Maintenance of CUCM, Unity Connection, Cisco IM & Presence and Cisco Expressway servers.
- Implementation and troubleshooting of Cisco voice gateways H.323 and SIP.
- Installation and troubleshooting of FXS, FXO and ISDN trunks.
- Troubleshooting of DHCP and voice Vlan issues.
- Configuration and troubleshooting of Cisco Extension mobility.
- To work together with Network Team and Server Management Team to solve critical issues.
- Supporting and monitoring Cisco IP Telephony devices and users.
- Perform daily health checks of all servers using RTMT tool.
- Configuration of Users phone features.
- Troubleshooting of IP phone registration issues.
- Managing day by day adds, Moves and changes of all.
- Planning & Deploying Call flow, Dial Plan, Call routing, CM trunks, Security, Media Resources & Emergency Services.
- Configuring IP communicator, Meeting Place, Presence Server, Call Agent and other user desktop applications and its integration with Cisco UCM server.
- Configuring Cisco Wireless network with Controller.
- Installation and maintenance of Cisco Jabber for Android and iPhone.
- Installation and maintenance of Right fax devices.
- Installation and maintenance of third party intercom solutions.
- Implementation and maintenance of Company Greeting message as per Holiday schedule.

Wipro InfoTech Mysore INDIA
Senior Project Engineer
Dec 2015 – Jan 2017

- L2 support for Cisco Voice-IPT, AVAYA voice, Cisco Data, Genesys IVR and Recording Solutions (Verint, Myna and KnoahSoft).
- Installing, Configuring, Troubleshooting Cisco Communication Manager.
- Installing, Configuring, Troubleshooting H323, SIP, MGCP, SCCP protocols on Cisco Voice Gateways.
- Installing, Configuring, Troubleshooting FXO (LS, GS), FXS (LS, GS), E&M(Analog), T1/E1CAS (Digital LS, GS, E&M), T1/E1 CCS circuits (ISDN Voice Circuits).
- Installing, Configuring, Troubleshooting Cisco Call Manager Express and Cisco Unity Express.
- Administering Meeting Place and Cisco WebEx.
- Change Management.
- Multi-Vendor Co-ordination.
- Taking care of Level 2 and Level 3 escalations of any voice related issues.
- Training end users on IP PBX, voicemail, Cisco Jabber, WebEx and phone features and functions.
- Monthly Reports sharing (MIS, Trend Analysis, Productivity etc.

Wipro InfoTech Mysore INDIA
WIMS Trainee
Sep 2011 – Nov 2015

- L2 support for Cisco Voice-IPT, AVAYA voice, Cisco Data, Genesys IVR and Recording Solutions (Verint, Myna and KnoahSoft).
- Installing, Configuring, Troubleshooting Cisco Communication Manager.
- Installing, Configuring, Troubleshooting H323, SIP, MGCP, SCCP protocols on Cisco Voice Gateways.
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PROJECT EXPERIENCES

- Migrated cluster from CUCM version 7.X to version 11.X and migrated around 20000 IP phones in the cluster.
- Implemented CUCM and Unity Connection 11.X in UCS Server BE7K 240 M4
- Configured cisco voice router 2921,2951 and integrated with CUCM using MGCP protocol.etc.

MANDATORY PERSONAL INFORMATION**

- Gender : Female
- Nationality : Indian
- Visa Status : Residence Visa
- Location : Sharjah UAE