

# ROBERT SMITH

## Voice Network Engineer

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Solutions-focused Voice Network Engineer specializing in Information Technology, Network Engineering, Instructional Management, and Training / Development within high-profile public- and private-sector organizations, eager to offer 20+ years' experience. Top-performer who can translate complex technology processes and concepts into easy-to-understand formats.

### CORE COMPETENCIES

SQL, Database, Cisco Networking, PC Technician, Running Cable.

### PROFESSIONAL EXPERIENCE

#### Voice Network Engineer

ABC Corporation - 2015 – 2020

##### Key Deliverables:

- Resolved issues of voice communications that involve multiple jurisdictions.
- Issued could involve major state systems and have a high impact in terms of the number of people impacted or the potential for lost revenue.
- Established response protocols for level 1 and 2 support and trains Operations Section staff in voice related customer assistance Evaluates the voice capacity stance of state local and wide area networks that are managed for multiple jurisdictions and organizations by the SDC.
- Recommended changes to network devices and PBXs to improve the voice performance for SDC managed networks.
- Acted independently to diagnose customer problems with voice equipment such as Cisco Unified Communications and Call Manager.
- Planned and scheduled the installation of prototype voice capabilities Install voice software that is new to the state in an environment where the coordination and implementation is complex.
- Worked on implementing innovative voice technology to the state, building plans for installations that affect multiple agencies and that may involve multiple vendors.

#### Voice Network Engineer

Delta Corporation - 2008 – 2013

##### Key Deliverables:

- Installed and maintained [] Gateways.
- Deployed InformaCast IP Paging.
- Configuration of CUCM/CUC/UCCE/UCCX.
- Configuring 3945 and 2951 routers to be deployed at remote sites.
- Configure 3750x Switches to be deployed at remote sites Build the new locations in Cisco Unified Communications Manager (CUCM) 9.x Build new users in .
- Prepared and presented technical proposals for Administration.

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- Troubleshooted and resolved Telecommunications application issues escalated from customer support and other departments with a 100% success rate.

### EDUCATION

- B.A. In Education