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Stephen 123 Hello Pl, Town, NY 12433 5555-555-5555 5555@555.rr.com

## **OBJECTIVE**

To further develop my career in the information technologies and telecommunications fields

## **PROFESSIONAL EXPERIENCE**

### **Time Warner Cable - Somewhere, NY 1/2003 - Present**

#### **CTI / Telecommunications Supervisor 2/2008 - Present**

- NYC/NJ/HV Region's Systems Matter Expert, (SME) of all CTI/Telecom related equipment
- Migration of 1,900 PBX seats to an Avaya infrastructure for all NYC/NJ/HV TWC sites
- Migration of 1,500 ACD seats to an Avaya infrastructure across 7 different contact centers within the region
- Work with different business units to help with their telephony needs. Either for the contact centers or for administration phones
- Supervise and manage CTI personnel: EPM, Timesheets, On-call, personnel action
- Maintain 1900+ ACD seats over all NYC/NJ/HV sites
- Maintain 2000+ PBX seats over all NYC/NJ/HV sites
- Maintain backend HTTP/TFTP/FTP Avaya server for contact list backup, push standard button layout to ACD phones.

#### **CTI Administrator 6/2005 - 2/2008**

- Migrated 5 division's ACD systems under one Aspect Spectrum ACD
- Maintained a 500 seats+ ACD system across 3 sites
- Maintained a 600 seats+ PBX system across 15 sites
- Project manage telecommunication projects
- Documented telecom infrastructure as required
- Design and maintain CTI's lab
- Work with Network and Windows System teams to come up with solutions to better service our internal users

#### **LAN / WAN Administrator 1/2003 - 6/2005**

- Design, implement, and maintain local division's Avaya VoIP/TDM infrastructure, expanded from 3 sites to 15 sites.
- Design, implement, and maintained local division's wired LAN/Voice infrastructure and Computer Rooms; including all data closet
- Reduced division's telecom bills by \$500,000 a year from auditing of
- Redesigned ARS tables between 3 Avaya G3 switches to reduce local long distance usage
- Maintained a 150 seat ACD system across 3 sites
- Maintained a 400 seat PBX system across 15 sites
- Assisted in administration of internal Microsoft AD systems
- Assisted in administration of division's Cisco network infrastructure
- Assisted in installation and maintenance of high end TWC 'Commercial Services' customers
- Installed and maintained internal call accounting system (eCAS)
- Managed telecommunication bills for local division

## **1996 NY Army Nation Guard - Somewhere, NY**

### **– 2002 2007 – Present Fire Directional control Specialist**

- Hold the rank of Specialist (E-4) With Secret Security Clearance
- Line leader in charge of taking direction from the section chief and delegating tasks to fellow soldiers within the section
- Primary computer operator for the AFATDS systems
- Maintain computer and radio equipment for section, troubleshooting communications problems as needed in the field

## **VAC Service Corp - Somewhere, NY 7/1999 - 1/2003 Network Administrator**

- Designed and maintained a 675 client based network and AS/400 terminals within the company and 7 remote locations
- Maintaining Frame-Relay network for remote offices and the LAN for the corporate office
- Help in decision making and designing of new network systems, from customer service to telemarketing systems to access control systems
- Administration of all NT servers, internal/external Web/FTP/Mail Servers
- Maintained and administration of internal, external firewalls and VPN clients
- Low administrating of 2 AS/400 Mid-Range (720,170), Avaya G3r, G3si, CMS, Intuity Audix R4
- Intergrading the AS/400 platform base company to the Windows95/NT side of the company

## **Cornell Cooperative Extension of Cornell University - Somewhere, NY 2003 - 2005 Computer / LAN Technician**

- Maintained 50+ Win95/98 workstations
- Upgrade hardware when needed, also perform software upgrades
- Troubleshoot hardware, software, and network problems
- Converted 10Base2 network to 100BaseT network

## **SKILLS**

- A+, Network+, MCP, Cisco CCNA, Avaya ACA, TIA CTP Certifications
- Avaya G3 PBX, Intuity Audix R4 System Administration Certified
- Aspect FirstPoint Enterprise and Spectrum ACD Certified
- Working knowledge of Avaya's Product line: Unified Communications, Modular Messaging, S8Xxx Servers, Media Gateways, Communications Manager, Definity Series, Intuity Audix, Call Management System
- Working knowledge of Microsoft's Product line: 2008, 2003, 2000 Server; Windows 7, XP, 2000; ADS; IIS; MS-SQL; DNS; WINS; DHCP
- Working knowledge of Cisco's Product line: IOS software, Routers, Catalyst switches, Call Manger, PIX/ASA firewalls
- Working knowledge of Aspect Product Line: UIP, Spectrum ACD, eWFM
- Working knowledge of various products: Dialogic ARU3, NICE, Symon, Tandberg
- Working knowledge of IPv4, IPv6, IXP/SPX, DLC, SNA, RIP, OSPF and BGP protocols; H.323, SIP, RTP VoIP protocols, VoIP Audio codecs
- Excellent IP and VoIP problem solving abilities
- Proficient in MS Word, MS Excel, WireShark, Sun Solaris, Unix, Linux
- Able to work with others within different fields of IT to resolve Telephony issues
- Able to work unsupervised, finish tasks/projects as they are assigned
- Able to supervise and mentor employees. Ensure they fully understand the task at hand and train as needed

- Able to work with different vendors: equipment, service, support
- Support as necessary on a 24/7 basis to limit system down time during internal or external outages

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**EDUCATION**

U.S Army, Field Artillery School AFATDS Systems Expert School Automated Tactical Data Systems Specialist School (13D MOS) Fire Directional Control Specialist School (13E MOS) Data Telecommunications School Basic Training

Cleveland Institute of Electronics Cleveland, OH A.A.S Computer Information Technology and Systems Management (25 credits remaining)

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