

MY CAREER



- Global Network Unified Communication Engineer at Tech Solutions Inc. (5.2 Years)

- Unified Communication Specialist at ConnectTech Solutions (3.2 Years)

- Customer Support Engineer at Tech Innovators Corp. (1.5 Years)

- Documented all troubleshooting procedures rigorously, helping build an accommodating knowledge repository for future reference.
- Collaborated cross-functionally to highlight potential improvements to existing services, consistently contributing to enhancement measures.
- Tracked service performance indicators meticulously, facilitating informed decisions for procedural adjustments in supporting operations.
- Built rapport with clients through continuous follow-up communications to ascertain satisfaction with provided solutions.

LEADERSHIP & AWARDS

- Recognized as Employee of the Month for outstanding customer support.
- Received a Technical Excellence Award for significant improvement in team efficiency.

EDUCATION

Bachelor's Degree in Computer Science

University of California, Irvine 🎓 GPA: 3.8 📅 2026 📍 Irvine, CA

Coursework: Data Structures, Algorithms, Network Security, Database Management

CERTIFICATIONS

- Cisco Certified Network Professional (CCNP) 📅 2022
- Cisco Certified Network Associate (CCNA) 📅 2021
- Crestron CTI Certification 📅 2023

TECHNICAL SKILLS

- **Network Tools:** Cisco Unity, Call Manager, Webex
- **Video Conferencing Platforms:** Zoom, Google Meet, MS Teams
- **Audio/Video Equipment:** Crestron, Biamp, Amplifiers
- **Troubleshooting Techniques:** Packet Capture, End User Support, Diagnostics
- **Performance Analysis Tools:** Wireshark, PRTG, SolarWinds
- **Documentation Standards:** ITIL, ISO 20000, Best Practices
- **Cloud Technologies:** AWS, Azure, Google Cloud
- **Protocols:** SIP, H.323, MGCP
- **Project Management Software:** JIRA, Trello, Asana
- **Voice Technologies:** Multicast, NAT Traversal, Gatekeepers

PROFESSIONAL AFFILIATIONS

- Member of the International Communication Association, engaging with professionals to discuss advancements in communication technology.
- Active participant in local technology meetups, fostering networking opportunities with industry experts.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST