

Aleksandar Henderson

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SUMMARY

Principal systems engineer with 13 years of experience designing, installing, testing, sustaining, and troubleshooting enterprise **communications and collaboration** environments across campus and **wide area networks**. Leads **advanced escalation support** for telephony, voice, voice mail, fax services, call statistics, and **networked service environments**. Combines structured incident analysis with lab validation, installation planning, root cause analysis, technical documentation, and operational problem solving. Has led complex upgrades, coordinated concurrent engineering initiatives, mentored technical staff, and translated service issues into clear corrective actions. Works independently on high impact assignments while partnering with network, operations, service desk, and application teams. Brings practical judgment, clear communication, and dependable follow through to communications services that require continuity and system integrity.

EXPERIENCE

Principal Systems Engineer, Enterprise Communications

January 2023 - Present

Blue Heron Communications Group

Reston, VA

Leads engineering direction for a multisite communications environment connecting headquarters, satellite offices, and remote service locations through campus and wide area networks. Owns advanced support, lifecycle planning, platform integration, technical decisions, and mentoring across business critical services.

- Directed multisite voice engineering across campus and **wide area networks**, preserving dependable **service continuity**.
- Led lab validation and production rollout for collaboration upgrades, protecting business critical calling services.
- Resolved senior escalation incidents across telephony, **voice mail**, fax, and **call statistics** using packet analysis.
- Created escalation playbooks with diagnostic paths, evidence requirements, and handoff criteria for operations engineers.
- Coordinated concurrent lifecycle, capacity, maintenance, and remediation initiatives with network and operations teams.
- Mentored systems engineers in **root cause analysis**, change validation, and concise **technical communication**.

Senior Systems Engineer, Communications Services

July 2019 - December 2022

Potomac Unified Networks

Fairfax, VA

Engineered and sustained enterprise voice and collaboration services for distributed offices linked through campus and wide area network infrastructure. Managed platform changes, advanced incident response, service reporting, controlled technology evaluation, and operational guidance from requirements through release.

- Engineered distributed **voice** services across interconnected office networks, supporting stable collaboration for business users.
- Planned platform changes from requirements through testing and **installation**, documenting rollback procedures and validated call flows.
- Diagnosed intermittent voice quality, routing, **voice mail**, and **fax** issues through correlated service telemetry.
- Built **call statistics** dashboards that helped technical teams identify service patterns and abnormal behavior.
- Organized senior escalation response during outages, testing hypotheses and communicating status to operations stakeholders.
- Evaluated unfamiliar communications features in controlled environments, producing deployment and maintenance recommendations.

Systems Engineer, Unified Communications

March 2016 - June 2019

Chesapeake Collaboration Systems

Alexandria, VA

Supported engineering and lifecycle maintenance for enterprise **telephony, voice mail**, fax, and collaboration services across connected office sites. Delivered installations, configuration changes, functional testing, incident investigation, runbook development, maintenance coordination, and production support.

- Supported telephony, voice mail, fax, and collaboration services across several connected office sites.
- Executed installations and configuration changes, completing functional testing and post change verification before release.
- Investigated escalated tickets through logs, call paths, device settings, and **network connectivity** evidence.
- Developed technical runbooks that gave operations staff consistent triage and escalation procedures.
- Coordinated maintenance windows with network and service teams, reducing disruption during platform changes.
- Tested new platform releases in a lab and applied validated methods during production support.

Systems Administrator, Unified Communications

June 2014 - February 2016

Shenandoah Enterprise Solutions

Leesburg, VA

Administered daily enterprise voice and messaging services for office users connected through local and wide area network infrastructure. Managed provisioning, configuration validation, maintenance, incident troubleshooting, documentation, release testing, and coordinated support for concurrent assignments.

- Administered enterprise voice and messaging services for office users across local and **wide area networks**.
- Performed provisioning and configuration validation, keeping **telephony** and **voice mail** services ready for users.
- Investigated fax transmission and call routing issues through logs and controlled test calls.
- Maintained configuration records and support documentation for consistent recurring operational work.
- Prepared **test** cases for updates, validating core calling functions before service release.
- Balanced user incidents and maintenance assignments while communicating status to technical peers and service staff.

Network Support Specialist, Communications Services

September 2013 - May 2014

Northstar Network Services

Herndon, VA

Supported campus network and communications services for business users, building practical experience with connectivity, voice service dependencies, endpoint checks, incident triage, evidence collection, documentation, and scheduled maintenance coordination.

- Supported campus network and communications services, building practical knowledge of voice service dependencies.
- Triageed connectivity and calling incidents using diagnostic checks, ticket history, and configuration records.
- Performed endpoint configuration checks for **telephony** users and verified operation through documented test procedures.
- Collected service alerts, logs, and incident evidence that supported senior engineer diagnosis.
- Updated troubleshooting documentation with verified steps and common failure indicators for networked communications services.
- Balanced incident queues with maintenance tasks while maintaining accurate notes and timely technical handoffs.

PROJECTS

Enterprise Communications Modernization 📅 2024

Led a communications modernization initiative covering voice, collaboration, call statistics, testing, installation planning, and service continuity across distributed locations.

Advanced Escalation Playbook 📅 2022

Created a practical escalation framework for telephony, voice mail, fax, and network incidents, giving operations teams clearer diagnostic paths and handoff standards.

LEADERSHIP & AWARDS

- Cisco Certified Network Professional recognition, CCNP Enterprise, 2024
- Technical Mentor recognition, Northern Virginia Infrastructure Professionals, 2024
- Senior escalation leadership for business critical communications services, 2023

EDUCATION

Bachelor's Degree in Information Systems

2013

George Mason University GPA: 3.5

Fairfax, VA

***Coursework:** Systems analysis, network administration, database management, information security*

CERTIFICATIONS

- Cisco Certified Network Professional, CCNP Enterprise 📅 2024
- ITIL 4 Foundation 📅 2023

TECHNICAL SKILLS

- **Communications Platforms:** Telephony, Voice, Voice mail
- **Messaging Services:** Fax services, Call statistics, Collaboration systems
- **Network Environments:** Campus networks, Wide area networks, Network connectivity
- **Systems Engineering:** Installation, Integration, Maintenance
- **Testing Methods:** Lab validation, Functional testing, Controlled testing
- **Incident Operations:** Troubleshooting, Escalation support, Service restoration
- **Analysis Methods:** Root cause analysis, Packet analysis, Log analysis
- **Technical Documentation:** Runbooks, Configuration records, Rollback procedures
- **Project Delivery:** Lifecycle planning, Change coordination, Release planning
- **Service Management:** ITIL 4, Incident management, Change management
- **Network Certifications:** CCNP Enterprise, Cisco networking, Network administration
- **Operational Reporting:** Call statistics, Service dashboards, Technical reporting

SKILLS

- Analytical capability
- Escalation support
- Technical judgment
- Systems integration
- Technical troubleshooting
- Project coordination
- Written communication
- Root cause analysis
- Communications systems
- Independent work
- Verbal communication
- Technology evaluation
- Networked services
- Team collaboration
- Service continuity

PROFESSIONAL AFFILIATIONS

- Technical Mentor, Northern Virginia Infrastructure Professionals, 2024 to Present
- Participant, Northern Virginia enterprise infrastructure community
- Collaborator with regional network and operations professionals

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST