



For more information:
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EXPERIENCE

10/2000 - Present NetEffect Dallas, TX

Principle Consultant

Installation and design director for Cisco's ICM call center software. Integrated ICM with Nortel Symposium, Max, Avaya and Call Manager. Designed CTI solutions using both pre and post routing. Experience with Periphonics and IP/VR in the ICM network. Certified partner in ICM with Cisco. VOIP expert in Cisco Call Manager, gateways and Unity voicemail.

8/1996 - 9/2000 SBC Internet Services Plano, Texas

Director - Network Architecture and New Technology

Lead member of team chartered to investigate requirement and design network components to reach 99.999% uptime. Designed Voice over IP network for internal use. Developed requirements for DSL ATM SVC implementation on an 11 state network. Developed rollout strategy for '30 cities in 30 months'. Managed in-house testing lab, for vendor concept testing, and compatibility verification. Expert in Cisco router configuration.

8/1995 - 8/1996 Management Alliance Dallas, TX

Manager - Information Systems

Provide network services to a human resource company using Novell NetWare and Windows NT as network servers. Maintained Lotus Notes GroupWare running on NT. Maintained Great Plains Accounting software, for 20+ users. Installed Internet Email and created Internet aware applications. Installed four-state frame-relay network, to provide document sharing and email services to remote offices. Provided second tier helpdesk for PC services. Upgraded a 50 PC network to 200 PC network that used IPX and IP as primary protocols.

8/1994 - 8/1995 KnowledgeBroker Dallas, TX

Manager - Information Systems

Design, install and maintain all communication systems. Maintain a 250 user NetWare LAN. Designed and installed the plan for Internet integration. Administer and upgrade a Mitel SX-2000 PBX. Duties include: DNS updates routing changes, software distribution, WWW administration, and disaster recovery and oversee installation of new telecom services.

EDUCATION

6/1996 University of North Texas US-TX-Denton
Bachelor's Degree
BBA, Information Systems

SKILLS

Skill Name	Skill Level	Last Used	Experience
Cisco Routers	Expert	Currently used	6 years
ATM	Expert	Currently used	4 years
SONET	Expert	Currently used	4 years
DSL	Expert	Currently used	4 years
Multicast	Expert	Currently used	3 years
VOIP	Expert	Currently used	3 years
IP	Expert	Currently used	6 years
ISDN	Expert	Currently used	6 years
OSPF	Expert	Currently used	6 years
BGP	Expert	Currently used	5 years
Cisco GSR12000	Expert	Currently used	1 years
Cisco 7500	Expert	Currently used	4 years
Cisco Catalyst	Expert	Currently used	4 years
Multicast	Expert	Currently used	3 years

ADDITIONAL INFORMATION

Professional Training / Associations

CCNA and CCDA

CCIE, in progress. Awaiting lab exam.

Cisco AVVID voice partner certification, both field engineer and design engineer

Cisco ICM and IPCC partner certification

Cisco Unity voicemail 2.4.6 Design Engineer and Support Engineer