MICHAEL ANDERSON

Senior VoIP Engineer

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SUMMARY

Dynamic and detail-oriented VoIP Engineer with over 7 years of experience in designing, implementing, and managing VoIP systems for various enterprises. Proven ability to troubleshoot complex network issues, optimize call quality, and enhance user experience. Expert in deploying VoIP solutions using Cisco and Avaya technologies coupled with a strong understanding of network protocols such as SIP, RTP, and H.

WORK EXPERIENCE

Senior VoIP Engineer Tech Innovations Inc.   *Jan 2023 - Present*

- Led the migration of legacy telephony systems to a VoIP solution, resulting in a 30% reduction in telecommunication costs.
- Implemented QoS measures that improved call quality by 25% across all company divisions.
- Conducted training sessions for staff on VoIP best practices, increasing user adoption rates.
- Collaborated with IT security teams to ensure VoIP systems meet compliance standards.
- Diagnosed and resolved VoIP-related issues, achieving a 95% first-call resolution rate.
- Developed documentation and user manuals for VoIP system operations.

VoIP Systems Administrator Global Communications LLC   *Jan 2020 - Dec 2022*

- Managed daily operations of VoIP systems, ensuring 99.9% uptime for all users.
- Configured and maintained Cisco Unified Communications Manager, enhancing system scalability.
- Performed regular system audits and updates, improving security protocols.
- Provided technical support for VoIP users, reducing average resolution time by 40%.
- Worked with vendors to procure VoIP hardware, negotiating contracts that saved the company 15%.
- Documented all processes and incidents in the ticketing system for future reference.

EDUCATION

Bachelor of Science in Network Engineering   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** VoIP Systems, SIP, RTP, H.323, Cisco, Avaya, Network Security, Troubleshooting
- **Awards/Activities:** Recognized as Employee of the Month for outstanding performance in project delivery.
- **Awards/Activities:** Successfully led a team project that improved VoIP system efficiency by 20%.
- **Awards/Activities:** Achieved a certification in Advanced VoIP Technologies.
- **Languages:** English, Spanish, French