 Vikas

Vikas.353878@2freemail.com 

# Working Experience

* **Cisco Systems, Inc (New-Delhi, India. CA Advanced Services)**

|  |  |
| --- | --- |
| *Feb 2008 to present:* | **Senior Network Consulting Engineer (Unified Communications)** |

|  |  |
| --- | --- |
| *Environment:* | Cisco Systems, Inc is the worldwide leader in networking for the Internet. |

|  |  |
| --- | --- |
| *Duties:* | * Working as a Senior Network Consulting Engineer for Unified Communications to support Cisco high end enterprise customer network for planning , designing and implementation of the UC networks.
* Accountable for delivering the part or the entire project and confirms to service delivery of Advanced Services standards.
* Performs analysis of complex UC network designs and executes all phases of project delivery including UC network staging, implementation and handover.
* Build simulated UC networks in test labs to resolve complex problems and compatibility issues.
* Creating design collaterals and leading team for Unified Communication projects.
* Core competencies: CUCM 5.x- 6.x, 7.x, 8.x CUPS 6.x,7.x, 8.x,9.x Unified Mobility, Unity 4.x-5.x, Unity Connection 7.x,8.x,9.x Cisco Call Manager Express 7.x, Cisco Unity Express 7.x, SME,SAF,Meeting Place, Voice Gateways, Gatekeepers,SME,SAF, UCCE, CVP,EIM/WIM/CIM,CCMP,RSM.
* Proficient in Protocols- H323, MGCP, SRST, SIP
 |

* **Wipro InfoTech Limited New-Delhi, India.**

|  |  |
| --- | --- |
| *Oct 2003 -Jan 2008:* | **Senior Customer Service Engineer** |

|  |  |
| --- | --- |
| *Environment:* | A leading information and communications technology service provider in Asia |

|  |  |
| --- | --- |
| *Duties:* | * Specializing in VoIP and Cisco IP Telephony product for SME and Enterprise market
* Assuming role of solution architect and providing proposal on the solution and consultancy services
* Providing support to the sales team by effectively presenting, communicating and demonstrating the solution to customer from the perspective of use of technology
* Providing support to the implementation team by providing a solution/work around to specific cases based on customer’s request/unique environment
* Specializing in TDM and Nortel VOIP technology for Enterprise and Contact Center Management.
* Impementation for Nortel CS1000S, CS1000M, M-11C, M61C, M81-C, SCCS 4.x-5.x, Call Pilot 201i-703t, Miran, Miros.
 |

# Education

16 years of education (10+2+4)

Bachelor of Engineering in Computer Science,(4 years course) Pune University, Pune, India in August 2003 with first class.

12th Standard in Science at Jammu, J&K Board in June 1998 with distinction.

10th Standard in Science at Jammu, J&K Board in June 1996 with distinction and 20th merit across board.

# Projects Completed During Employment Period

* **Reliance Jio(March 2015 till date):** This project involved setting up UCCE contact center for customer for world's largest 4G deployment. My role involved lead PDI for CUBE(SIP) integration with IMS - Nokia/Mavenir/Genband,Alcatel. Besides this I was involved as individual contributor for different products like CCMP, RSM,WFM.
* **PGE(August 2014 till March 2015) :** My role involved leading team for setting up UCCE environment for customer with ICM,CVP,CUSP,CAD ,Finesse, EIM/WIM/CIM in two centers.
* **Yahoo(Jan 2014 till August 2014):** My role involved planning, designing and implementation of digitally networked Cisco Unity Connection clusters for Yahoo.
* **Datametrix Norway(Jan 2014 till present):** My role involved deployment of different components of UCCE on HCS remotely- Call Server, Data Server, Finesse, CUIC, CVP,CVP reporting server, CVP OAMP server, AW HDS.
* **HHC NJ USA (Oct- Nov 2013):** My role involved Detailed design document deliverable for customer for UCCE environment which involved UCCX in failover mode.
* **Vodafone UK (September 2013) :** This project involved TOI to customer for upgrade to UCCE 8.5.
* **AXA-EMEA and APAC(July 2013) :** AXA has multiple CUCM clusters and different PBX’s for voice infrastructure and want to consolidate them. This project involves consolidation of CUCM clusters across globe with three leaf clusters located in EMEA,NA and APAC. There will be 2 SME clusters CUC will be used for voicemail.
* **HHC NY USA (June 2013 Sep 2013):** This project involves planning, designing and implementation of HHC Voice infrastructure. Components involved are 20 Leaf Clusters 9.1, 20 CUC Clusters 9.1, 20 IM and Presence Clusters 9.x, 20 CER Clusters, 20 UCCX clusters and 2 SME Clusters. This project is on UCS platform.
* **JP Morgan Chase(NA and APAC)-(Dec 2011 Dec 2013) :** I am leading a team of 8 NCE’s, 5 based out of Mexico and 3 from India. These NCE’s own up provisioning and support during cutovers. My role involves PDI, handling escalations from L2 NCE’s, interact with Cisco PM, customer PM and customer engineers to design site cutovers to Cisco UC. Project involves Cisco UC components – CUCM 8.6.2, Session Manager Edition(SME) 8.6.2,CUC 8.6.2, MGCP gateways, CUBE , SAF, Avaya MNS, OpenAM Single Sign-on.
* **JP Morgan Chase(Columbus Ohio) – Onsite (Aug 2011-Nov 2011)**

JP Morgan Chase is changing their present Avaya legacy PBX with Cisco UC components – CUCM 8.6.2, Session Manager Edition(SME) 8.6.2,CUC 8.6.2, MGCP gateways, CUBE , SAF, Avaya MNS, OpenAM Single Sign-on.My role involved setup of UC components in Ohio Lab and setting up components for New York Lab in Ohio Data center.

* **Intel USA**

This project involved upgrade from CUCM 7.x to 8.6.1a in a 8 node cluster

* **Exxon Mobil(Fairfax,USA)- Onsite (June 2011-July 2011)**

This project involved deployment of CUCM 7.1 and Unity Connection 7.1 with integration of existing Nortel 81c PBX with CUCM for PSTN access and call routing to different Exxon sites.

* **Exxon Mobil(Hongkong) – Onsite (Sep 2010-Nov 2010)**

This project involved implementation and design for CUCM 6.1.3 ( 3 nodes) and CUC 7.1, voice gateways and VG 224’s for analog devices.

* **Exxon Mobil(Dubai) –Onsite (June 2010-July 2010)**

This project involved implementation and design for CUCM 6.1.3 ( 3 nodes) and CUC 7.1, voice gateways and VG 224’s for analog devices.

* **COX IT (OKC and RTP, USA) –Onsite (Feb 2010-March 2010)**

This project involved migration of CUCM 4.1.3 to CUCM 6.1.3 with 8 nodes on two clusters.

My role involved planning, designing and implementation for the actual implementation.

* **Merrill Lynch USA(New Jersey) – Onsite (Oct 2009-Dec 2009)**

This project involved migration of CUCM 4.x clusters to CUCM 6.1.3. with 8 nodes on each of 11 clusters.

* **FedEx Memphis USA(Memphis) – Onsite(Aug 2009-Oct-2009)**

My role involved deployment of Cisco Voice Product-CUCM 7.1, Unity Connection 7.1. This project involved integration of OCS 2007 with CUCM 7.1 and deploying CUCIMOC on existing MOC Clients. Customer has existing Nortel 11C TDM users for which we needed to use voicemail of Unity Connection 7.1 using PIMG.

* **Exxon Mobil (In Brussels,Belgium) – Onsite (March 2010-April 2010)**

This project involved deployment of CUCM 7.1 and Unity Connection 7.1 with integration of existing Nortel 81c PBX with CUCM for PSTN access and call routing to different Exxon sites.

# Certifications

Aug 2016: CCIE Collaboration #53838

July 2015: Prince 2 Foundation / Practitioner

June 2015: VCP 5.5 Virtualization

May 2011: CCNP- Voice

Expired Certifications: Nortel Certified Support Specialist, Radware IAS

## **Trainings**

|  |  |  |  |
| --- | --- | --- | --- |
| Aug-14 | : | UCCE Bootcamp Training | Bangalore |
| Mar-13 | : | VMware VCP 5 | Bangalore |
| Jul-08 | : | Microsoft Unified Communications OCS 2007 | Bangalore  |
| Aug-07 | : | Cisco IP Telephony Security | Mumbai |
| Oct-06 | : | Nortel BCM 50/200/400 Rel 4.0 | Bangalore  |
| Apr-06 | : | Nortel Ethernet Routing Switch (ERS) 8600 | Bangalore  |
| Jan-06 | : | Nortel CS1000M Rel 4.5 | Bangalore  |
| Feb-05 | : | Nortel M11C & MSS 7K (Passport) | Chennai |

## **Knowledge and Skills**

* Information Technology:
* Cisco VoIP / IP Telephony:
* Install, configure, test and maintain Cisco AVVID Enterprise Solution (Call Manager 4.x 5.x 6.x, 7.x, 8.x Unity 4.x 5.x, Unity Connection 7.x,8.x IPCC Express 7.x, Call Manager Express, Unity Express, CUPS 6.x, Unified Mobility)
* Voice Gateway (17xx, 26xx, 37xx, 36xx, Cat6k series, ATA18x, VG 248, VG 224 & SRST gateways.UCCE-ICM,CVP,EIM-WIM,CUSP.
* Protocol MGCP, H323, SIP.
* Microsoft Voice- OCS 2007
* Install, configure, test and maintain OCS 2007. Interop with CUPS 6.x on SIP
* Deploy CUCIMOC on existing MOC clients and to do configuration for CUCIMOC on OCS 2007 and CUCM.
* Nortel VOIP/TDM Telephony
* Install, configure, test and maintain Nortel CS 1000S, CS 1000MG, Cs 1000 SG,M11C, M61C,M81C, Symposium 4.x, 5.x(with standby replication feature),SECC 4.2,Passport 7440 7480,Call Pilot 201i 703t.
* LAN Switching on ERS 8300 8600, BS 5300 and other Nortel switches.
* Operating System: Microsoft Windows, Linux