

Andy is a highly motivated technology professional with extensive skills and training in technologies that impact all levels of enterprise organizations, including: unified communications, network design and implementation, and security. He is skilled in systems creation, design, development, implementation, operations and management.

SIGNIFICANT ACCOMPLISHMENTS

- **Global Unified Communications Architecture Lead for UC deployment.** Responsible for integration proof of concept and guiding technology architecture world-wide, 300 to 500 sites ranging from 30 to 15,000 users per site. Integrations include SIP from Cisco UCM to Microsoft OCS and UM as well as SIP trunking to InterCall and Verizon Business utilizing Cisco CUBE and Acme Packet Net-Net.
- **Cisco Unified MeetingPlace Enterprise.** Subject matter expert. Designed, implemented, and upgraded six MeetingPlace Enterprise environments for enterprise organizations.
- **Cisco Unified Communications Manager integration with Microsoft Office Communications Server 2007 Pilot.** Integrated Microsoft Enterprise Voice users to CUCM and PSTN via SIP, first through Cisco Unified Border Element (CUBE) router, then via direct SIP integration. MOC users were able to dial internal CUCM extensions as well as PSTN through CUCM controlled MGCP gateways.
- **Multi-site Cisco Unified Communications.** Designed and implemented Cisco UC to replace existing PBX. Cisco UC technologies included Cisco Unified Communications Manager (CUCM), Cisco Unified Unity, Cisco Unified Presence, and Cisco Emergency Responder.
- **Cisco Unified Communications Manager (CUCM) PBX integration via T1 QSIG.** Designed and deployed CUCM cluster and integrated with an Avaya Definity G3.
- **PBX integration with Cisco Unified Communications Manager/overseas deployment.** Designed and implemented a CUCM cluster and integrated to a Rolm 9751 mod 40 PBX via T1 CAS. All phones were located overseas – UC servers and PBX were in the US. Turned up and enabled QoS on the T1 WAN link to support both voice and data.
- **UC Migration.** Integrated UC phones into existing PBX environment. Upgraded layer 3 switched network with multiple VLANs and enabled QoS.
- **UC Implementation.** Designed, installed, and supported a Cisco Unified Communications Manager and Unified Unity Unified UM environment, including remote phones connected via VPN tunnels between the remote routers and central PIX.

PROFESSIONAL SKILLS

- Cisco UC design, implementation, configuration, and support
- PBX integrations with SIP, H.323, T1 CAS, PRI and QSIG
- Cisco Unified Communications Manager 3.x – 7.x
- Cisco Unified Communications Manager Express 3.x – 4.x
- Cisco Unified Unity 3.x – 5.x (Unified and Voice Messaging)
- Cisco Unified Unity Connection 1.x – 2.x
- Cisco Unified Unity Express 1.x – 3.x
- Cisco Unified Contact Center Express 3.5 – 5.x
- Cisco MeetingPlace Enterprise 5.x – 6.x
- Cisco Unified Presence 1.x – 7.x
- Cisco Emergency Responder 1.x – 2.x
- Cisco IOS/ Cat OS

EDUCATION

- Cisco MeetingPlace Support Specialist, 2010
- Cisco Unity Design Specialist, 2008
- MCTS: Microsoft Exchange Server 2007 – Configuration, 2008
- MCITP: Enterprise Messaging Administrator, 2008
- Cisco Rich Media Communications Specialist, 2007
- CompTIA Security+, Network+, 2007
- Cisco IP Contact Center Express Specialist, 2006
- Microsoft Certified Professional (MCP), 2006
- Cisco Certified Voice Professional (CCVP), 2005
- Cisco Certified Design Professional (CCDP), 2004
- Cisco Certified Network Professional (CCNP), 2004
- Cisco Certified Design Associate (CCDA), 2004
- Cisco Certified Network Associate (CCNA), 2004
- Cisco IP Telephony Support Specialist, 2004
- Cisco IP Telephony Operations Specialist, 2004
- Cisco IP Telephony Design Specialist, 2004
- Cisco IP Communications Express Specialist, 2004
- Cisco Call Manager Express Specialist, 2004
- Cisco IP Communications Specialization Account Manager, 2004
- Cisco Wireless LAN Design, Support, and Sales Specialist, 2004
- Cisco Wireless LAN Specialization Account Manager, 2004
- Cisco CRM Express Account Manager, 2004
- Cisco Sales Expert, 2004
- Bachelor of Science degree in Telecommunication Systems with a minor in Business Administration, University of Wisconsin-Stout, 2003

PROFESSIONAL EXPERIENCE

- 2004 – present, Senior Voice Engineer, CDW
- 2003 – 2004, Computer Technician, Johnsonstar Computer Service
- 2002 – 2003, Network Administrator, Leerburg Video Productions



Microsoft Exchange 2007
Configuration