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Objective: Systems Software Engineer, Systems Engineer, IT Project Engineer, Support Engineer, Telecom Engineer (Avaya Experienced)

Summary

Professional with practical experience and solid understanding a wide range of IT and telecommunications technologies.
Three years of experience working in a large Avaya PBX networked call center environment.
Six years of experience working with computers, Linux, Windows, Mac OS X operation systems, LAN administration, repairing computer equipment.
Knowledge of VOIP technology, Networking technology, CTI, etc. Able to perform advanced Avaya programming activities such as: Call Center Programming (CMS & Vectoring), Third-Party Application Integration, etc. Experience with support Avaya Complex Converged Enterprise Servers, Avaya IP Office, Avaya Intuity Audix.
Experience with lead a team of engineers on installations and service and maintenance. Project management skills. Highly energetic, quickly adapted to new IT technologies and environment, excellent communication skills, strong leadership ability in team environment.

Skills

Expert knowledge:
Telecommunication: Avaya Communication Manager (CM) 3.0-5.2, Avaya Communication Servers (S8730, S8510/S8500, S8400, S8300), Definity Lucent pbxs, Avaya IP Office 500/4xx, Avaya Intuity Audix
Operation systems: Mac OS X 10.5/10.6, Microsoft Windows XP/2003/7
Protocols and medium: H.323, H.248, SIP, TCP/IP, DS1/T1/E1, CO
Workflow systems: Microsoft Office

Extensive knowledge:
Telecommunication: Communigate Pro, Asterisk
Operation systems: Linux Ubuntu/SUSE
Network: HP ProCurve,
Workflow systems: Lotus Notes, Communigate Pro, DocsVision, Apple iWork, OpenOffice
CAD: AutoCAD, OmniGraff, Microsoft Visio
CMS: Joomla

Familiar with:
Network: Cisco Catalyst.
Program Languages: VisualBasic, Visual C++, Perl

Training in:
Network: HP ProCurve, Cisco Catalyst.

Work Experience

03/2009-present Senior Systems Software Engineer, Polyus CJSC, Krasnoyarsk, Russia
(www.polyusgold.ru/eng/)
Polyus Gold CJSC is the leading gold producer in Russia and the only Russian company among the world's largest gold producers.
Headquartered in Moscow, Polyus Gold's operating mines and development/exploration projects are located in 5 major gold mining regions of Russia.
Responsibilities:
• Installing and setting up telecom equipment and software.

- Developing, testing, debugging, troubleshooting, monitoring distributed telecom infrastructure of corporate network, consisting of 7 communication servers produced by Avaya (about 1500 subscribers).
- Creating of functional requirements, preparing of technical specifications, regulatory clearance, the accompanying documentation. Implementing and projects realization.
- Customer support, setting the daily tasks of subordinates.
- Researching and analyzing new products in telecom field.
- Training stuff.
- Approving of the contracts, negotiating with suppliers, competitive analysis of proposals, preparing reports on the activities of Communication Site, monitoring and reporting on the condition of communication equipment, writing prescriptions and orders, inspecting of occupational health and safety at the Communication Site.

Achievements:
- Participated in the launch of a new gold-extracting factory in part of the communications.
- Designed the concept of multi-service network (data, IP telephony, television, radio links, optics).
- Developed, mounted, configured and enabled to the corporate voice and data network communication voice system, based on enterprise server Avaya S8500 (300 subscribers) with IP trunks (H.323), E1, Avaya Compact Dect, Avaya IP Dect.
- Developed, mounted, configured and enabled to the corporate voice and data network communication voice system, based on enterprise server Avaya S8730 (250 subscribers) with IP trunks (H.323), E1, transferred licenses, custom functions, etc. from previous PBX Avaya Definity CMC.
- Designed technical solution, a competition for the supply of equipment and licenses for the transfer of corporate telecommunication network from E1 to IP environment (H.323).
- Designed a new concept, the technical solution, an investment application to large-scale upgrade of equipment, communication channels of the all corporate telecommunications network.
- Developed the investment proposal for the modernization of the corporate telephone network. The development includes upgrading of 20 major units, the change the concept of corporate telephone network from the classic to VoIP. The new system is based Avaya equipment.
- Developed the investment proposal for the modernization of the corporate telephone network. The development includes upgrading of 20 major units, the change the concept of corporate telephone network from the classic to VoIP. The new system is based Avaya equipment.
- Developed the investment proposal to build a digital TETRA radio network standard, manufactured by Motorola for use of radio communication, wireless data, integration with corporate telephony network.
- Developed the investment proposal to build a corporate satellite hub.

07/2007-01/2009 Senior Systems Software Engineer, Sibit LLC, Krasnoyarsk, Russia
(www.sibit.ru)
The NPK Sibit LLC is the system integrator and the developer of complex projects of automation and activity of the enterprises. The company specializes on designing and introduction of engineering networks, development, introduction and support of complex decisions in the field of automation business processes of the organizations of Siberia.

Responsibilities:
- Manage of the development and implementation of technical components of complex projects. Identify new customer needs at the realization stage of the project. Decomposition work of the complex projects. Formation of the requirements for a cast of the project. Interaction of technical issues with vendors and customers. Formulation and monitoring of project objectives team-wise profile specialists. Formation of the design decisions team-wise profile specialists. Managing the development of the final project documents. The internal examination and approval of design decisions with the customer. Preparing and conducting presentations on the presentation and protection of the design decisions. Control of completeness and consistency of design decisions. Technical supervision and examination of the implementation of design solutions. Participation in the planning of the project.
- Design specifications (equipment produced by Avaya: Communication Servers, IP Offices, Audix) under the priorities and needs of the client, coordination with the customer technical solutions. Realization of this project (installation, configuration), preparation of executive documents.
- Administration and service PBX Avaya IP Office 403. Administration, development of a demo PBX Avaya IP Office 500.
- Training client of basic administration.

Achievements:

Projects on installation and configuring of Avaya solutions for the large, average and fine companies are successfully realized. There is a list of developed, mounted, configured projects.

- The one of the biggest providers of Internet, TV, VOIP Telephony of Krasnoyarsk
  Avaya Media Server S8720 (200 subscribers) with 3 G650 in 3 different locations, VoIP, PRI E1, Intuity Audix, 2 VAL based AutoAttendants (for main and others offices), basic contact center, etc.
- The industrial enterprise.
  Avaya Media Server S8500 (300 subscribers) with PRI E1, VoIP, Auto Attendant. Avaya IP Office 500 v.4.1 configured as conference server for S8500.
- The company of power branch.
  Avaya Media Server S8500 (100 subscribers) with PRI E1, VoIP, Auto Attendant, etc.
- The gold mining enterprise.
  There are 4 locations with Avaya IP Office 500 v.4.1. All 4 locations connected to main PBX Avaya S8300 in Moscow by H.323 trunks (via satellites).
- Railways enterprise.
  Avaya IP Office 500 v.4.1 (50 subscribers) with VoiceMailPro, AutoAttendant, VoIP, CTI, etc.
- The enterprise of medical branch.
  There are 2 locations with Avaya IP Office 500 v.4.1 with VoiceMailPro, CTI, AutoAttendant, H. 323, PRI E1.
- The state enterprise in education. Railways enterprise.
  The voice system, consists of Avaya IP Office 500 v.4.1, Asterisk, Communigate Pro (50 subscribers) with uniform number space, SIP, H.323, CTI, VoiceMailPro, AutoAttendant etc.
- Large branch state enterprise.
  The voice system, consists of 2 locations with Avaya IP Office 412 (100 subscribers) with VoiceMailPro, AutoAttendant, VoIP, CTI, etc.

And set of less large-scale projects using Avaya Media Servers and IP Offices equipment was developed and installed. Participation in testing of new releases Avaya software and hardware. Presented a stand with the Avaya equipment at the First Siberian IT Festival. Implemented a project on transfer Windows based network company's architecture to Linux based.

08/2006-07/2007 System Engineer, Starik Hottabych, Krasnoyarsk, Russia (www.hottabych.ru)
Starik Hottabych brand is the big Russian store chain, which offers a wide selection of products for home and for repairs, for example, interior design, showers, wallpaper, carpets, etc.
Responsibilities:

- Maintenance of computer and office equipment of the store. Backing up data from the servers. Maintenance Panasonic PBX. Support of cash register.
- Training of store employees to work with «Domino» databases and other programs. Consultations store employees to work on a PC. Check availability in-store inoperative, removed from use and incomplete equipment and warning of its presence to the store manager.
- Receive and install daily updates of «Domino» databases, POS software and other software. Correction of mistakes made by users in the management of the databases. Assist in the preparation of financial and accounting documents using software, as well as assisting in the conduct of the data and generating reports. Updating base and project of «1C». Technical assistance in conducting audits.

Achievements:

- Installed database server.
- Updated release of trading database "Domino".
- Updated all computer equipment including computers, cash register, printers, copiers, faxes.
- Trained employees to work in trading database.

06/2004-01/2006 System Maintenance Specialist, Mobile TeleSystems OJSC, Krasnoyarsk, Russia (www.mtsgsm.com)
Mobile TeleSystems is the largest Russian company what provides cell telecommunication with about 100 million cell subscribers. MTS's license brief case includes most of Russian regions and Ukraine, Byelorussia, Uzbekistan, Turkmenistan and Kirghizistan.
Responsibilities:

- Administrating, optimizing of the local IT infrastructure, including more than 300 users.
- Troubleshooting hardware, software and connectivity issues for a Windows 2000/XP clients.
- Administrating, optimizing and supporting LAN infrastructure consisting of more than 300 Windows 2000/XP desktops.

- Organizing of computer connections for various conferences and meetings.
- Repairing and installing computer equipment. Organizing repair of computer equipment in service centers.
- Supporting in creating ads, local documents, computer competence, local e-mail for company computer users.
- Participation in the implementing of workflow systems Lotus Notes and "Boss-Referent".
- Checking traffic of computers in "1C Predpriyatie: DDO" database.
- Training employees in the IT field.

Achievements:
- Installed a network cable infrastructure at new administrative office.
- Installed workflow system "Boss-Referent".
- Trained more than 170 employees of the company to using the various software.
- Established more than 250 units of computer technics.

Education

2006 KrasSAACE, Engineer degree (Bachelor), major Information Systems and Technologies, Krasnoyarsk, Russia.
2006 KrasSAACE, IT Translator Specialist (English Language), Krasnoyarsk, Russia.

Courses Certificates
2009
- VoIP in Practice, Avaya University, Certificate
- Avaya Communication Manager Overview, Avaya University, Certificate
- Avaya Media Servers and Gateways, Avaya University, Certificate
2008
- Install and Initialize S8500B Media Server, Avaya University, Certificate
- Install and Initialize S8400 Media Servers, Avaya University, Certificate
- Install and Initialize S8300B Media Servers, Avaya University, Certificate
- IP Office Data Components (Retired), Avaya University, Certificate
- IP Office Release 4.2 Technical Delta, Avaya University, Certificate
- Building Wireless Networks by D-LINK equipments, D-LINK, Krasnoyarsk
- IP Office CCC Implementation Workshop, Avaya University, Moscow, Certificate
- IP Office Advanced Application Workshop, Avaya University, Moscow, Certificate
- ICND2 Interconnecting Cisco Networking Devices Part-2, Lanit, Krasnoyarsk, Certificate
- Avaya IP Office, Verysell, Novosibirsk
2007
- Avaya Communication Manager Basic Administration, Avaya University, Moscow, Certificate

Assessment Certificates
2009
- Avaya Communication Manager Basic Administration, Avaya University, Certificate
- VoIP in Practice, Avaya University, Certificate
- Avaya Communication Manager Overview, Avaya University, Certificate
- Avaya Media Servers and Gateways, Avaya University, Certificate
2008
- IP Telephony Launch Implementation Highlights, Avaya University, Certificate
- Install and Initialize S8300B Media Servers, Avaya University, Certificate
- Install and Initialize S8400 Media Servers, Avaya University, Certificate
- Install and Initialize S8500B Media Servers, Avaya University, Certificate
- IP Telephony for Implement Curriculum Level, Avaya University, Certificate

Personal
Strength to consider: performance, organization, responsibility, initiative, teamwork, leadership skills, communication skills, ambition to achieve goals.
Willingness to work travels and relocation.
Driving license, personal car.
Background: 6 years.
Employment Authorization: H1B sponsorship required.

References available upon request.