

Brian Batty  
PO Box 138 Newton Junction NH 03859  
north\_ursalia@yahoo.com

**Job Objective:**

To secure a position in a dynamic company with a team-oriented environment that can benefit from my education, training, and experience while advancing my skills and certifications in the Unified Communications/Collaboration field.

**Summary of Qualifications:**

- \* CCVP/CCNP-Voice and prerequisite CCNA, CCNA-Voice
- \* UCCE-Design, UCCE-Implement, UCCX Specialist Certifications
- \* Configure/Maintain/Implement/Troubleshoot:
  - Cisco Unified Communications Manager 4.x – current
  - Cisco Unified Contact Center Enterprise 5.x – current
  - Cisco Unified Contact Center Express 5.x – current
  - Customer Voice Portal Comprehensive/VXML/IVR
  - Unity/Unity Connection 4.x - present
  - Windows-based, Linux-based, VMWare/ESX-based UC host server systems
  - H.323, SIP, MGCP, SCCP Voice Gateways/Telephone Infrastructure Devices
- \* Superior critical thinking and analytical skills
- \* Strong customer service and communication skills

**Work Experience:**

Unified Communications Engineer, January 2011 - Present  
Dimension Data, Framingham MA

- \* Aid clients in managing voice and data network infrastructure
- \* Troubleshoot, configure, maintain Cisco Call Manager, Unity, UCCE/UCCX, CVP/VXML Call/Application Servers, ICM/CVP/IVR Scripting/Call Flows, Voice Gateways, and related Cisco Unified Communications configurations/hardware/protocols in a TAC-style 24/7/365 on-call environment
- \* Interactive troubleshooting with WAN/LAN, Security disciplines, Cisco TAC, and third-party vendors such as Nuance, Microsoft, VMWare, Calabrio
- \* Serve as an escalation point to junior engineers

Associate GSC Engineer, January 2008 - January 2011  
Dimension Data, Framingham MA

- \* Primarily responsible for IMAC/MACD of customer Unified Communications environments, to include user changes, system MACD, call routing, call handlers/auto attendant, agent configurations, minor scripting changes.
- \* Secondary responsibilities included low-level troubleshooting of Insite Monitoring group generated events from customer systems (Netcool, RIM, SysEdge, Prognosis, SNMP-generated hardware/software alarms)

Insite Monitoring Reactive Operator, September 2006 - January 2008  
Dimension Data, Framingham MA

- \* Primary job function of monitoring customer networks, working telco voice/data circuit issues, interfacing with customers, creating tickets for escalation to engineering disciplines