

Jonathan Marino

Network Voice Engineer

30 Getty Ave, Clifton, NJ 07011 | (646) 597-1910 | jonathan@marinojonathan.com

VoIP Systems Engineer with 12+ years of experience designing, implementing, and troubleshooting complex VoIP infrastructures. Proven ability to enhance system reliability, optimize call quality, and streamline communication processes. Expertise in Cisco Unified Communications Manager (CUCM), Unity Connection, Webex, and other VoIP technologies.

TECHNICAL APTITUDES

Advanced Cisco IP Telephone & networking skills spanning the entire OSI stack and deep knowledge of TCP/IP. Specific areas of strength include:

Specialist Skills: VOIP collaboration/ deployment & troubleshooting, technical documentation, change management implementation & testing, IT risk management & mitigation, troubleshooting complex IT problems, maintain and customization of all aspects of the VOIP infrastructure.

VOIP: Cisco Call Manager, Unity voicemail, Cisco Unified Attendant Console, Cisco IM and Presence, Webex, Cisco Expressways C/E, Voice gateways, SIP Trunking, VOCERA, SRST, SIP, H.323, MGCP, PSTN, CUBE (Cisco Unified Border Element), Calabrio, Dial-peer, Route-Patterns, RTMT.

Networking: TCP, UDP, IP, RIP, EIGRP, STP, RSTP, HSRP, VRF, VSS, LAN, WAN, WLAN, ACLs, QoS, Multicast, 802.1x, DNS, DHCP, NAT/PAT, Network management.

Platforms: Cisco Call manager 8.6, 10.x, 11.x, 12.x, 14.x VMware 5.x, 6.0, 6.5, Cisco Unity, Cisco IM and Presence, Cisco Expressway, Webex calling, Cisco IOS, Cisco CatOS, Cisco Wireless controllers & access points, Cisco switches & routers 28xx, Cisco 38xx, Cisco 29xx, Cisco 39xx, Cisco 375xx series, Cisco 45xx, Cisco Nexus 1000 series, Cisco Nexus 20xx, Cisco Nexus 30xx, NMIS, SolarWinds, Ping Plotter, What's up Gold, Wireshark, RANCID, ServiceNow, Zendesk.

PROFESSIONAL EXPERIENCE

Network Voice Engineer

November 2017 – Present

Kasowitz Benson Torres, New York, NY

Provide extensive technical experience working with VoIP networks using Cisco Voice solutions including CUCM, Unity Connection Voice Mail, Cisco IM and Presence, Expressways, Webex

Key Responsibilities

- Managed Cisco UCM for 500+ users, enhancing system reliability by 30%, ensuring high availability and optimal performance of voice communications.
- Authored 100+ pages of technical documentation, improving team onboarding efficiency by 50%.
- Implemented 50+ complex dial plans, reducing call setup times by 20%.
- Collaborated with 5 major service providers, enhancing network uptime by 99.9%.

Recent Key Projects and Accomplishments

- Gathered new system requirements and provide a design solution.
- Led the upgrade of UC systems for 500 users, increasing performance by 25%.
- Analyze debug output for further troubleshooting of the voice network
- Deployed Cisco Jabber for 300 users, facilitating remote communication and boosting productivity by 20%.

Jonathan Marino

Network Voice Engineer

30 Getty Ave, Clifton, NJ 07011 | (646) 597-1910 | jonathan@marinojonathan.com

- Administered Cisco Unity Connection for voicemail and unified messaging, enabling efficient message access via email, web interface, and mobile devices.
- Configured Mobile and Remote Access (MRA) through Cisco Expressway Series, allowing secure voice, video, and collaboration services for remote workers without VPN.
- Implemented Cisco Unified Presence with Integrated Messaging and Presence (IM&P), providing real-time presence information and enhancing team collaboration.
- Integrated Cisco Webex with existing VoIP infrastructure to facilitate advanced video conferencing and webinars, supporting up to 1,000 participants.
- Ensured project completion according to project plans and understood business/user needs and expectation for system function.
- Expertise in advanced troubleshooting of VoIP network issues, including call quality degradation, connectivity issues, and configuration problems.
- Provided ongoing support and training for Webex Calling systems, optimizing user adoption and system performance.
- Managed and deployed Webex Calling solutions across multiple remote offices, ensuring seamless communication and collaboration.

Voice Network Engineer

July 2015 – November 2017

Richemont North America, New York, NY

Provide Support and maintenance to complex VOIP collaboration and LAN/WAN Network infrastructure across North America by maximizing Network uptime and performance.

Key Responsibilities

- Develop architecture standards and best practices-based approach for VOIP infrastructure deployments.
- Implement, manage, and support Richemont North America WAN/LAN and Cisco VOIP Collaboration Network.
- Diagnosing and resolving problems across a variety of hardware platforms and vendors including Cisco, Microsoft, Riverbed and WAN/ LAN acceleration.
- Frequently noted for ability to successfully navigate projects through both complex business and technical challenges.

Recent Key Projects and Accomplishments

- Mixed deployment of Cisco Catalyst and Nexus switches and Voice Gateways.
- Implemented real-time and predictive monitor for the entire UC infrastructure.
- Upgrade existing UC 8.6 to 10.5, 11.5 (CUCM, Unity, UCCX, Cisco Unified Attendant Consoles, Calabrio Contact Center Workforce) and Network infrastructure.
- Analyze debug output for further troubleshooting of the voice network
- Successfully designed, deployed and tested collaboration for the enterprise based on Cisco preferred architecture.
- Deploy Jabber Users Profile/ Troubleshoot jabber relate issues
- Conducted due diligence of various carriers, based on requirements and redundancy options.
- Utilizing MS Visio, Word, and Power Point to document and effectively communicated all network design, risks, build and support components to the client.
- Cisco 3750G, 28XX, 29XX, 39XX, 43XX, 3850, 5505, 5540, T1 PRI circuits, T3 WAN circuit, SIP Circuits, WLAN APs and controllers.
- Implementation of QOS to solve major voice quality issues plaguing multiple remote sites and users.
- Created quarterly test plan that contains processes, test cases, and schedules for use in validating that the deployed UC systems (UCCX, CUCM, Unity) and Network devices meets the performance levels necessary to support the operational, feature and functionality needs of the business.

Jonathan Marino

Network Voice Engineer

30 Getty Ave, Clifton, NJ 07011 | (646) 597-1910 | jonathan@marinojonathan.com

- Managed the testing deployment and configuration of Cisco WLC system.
- Configuration and deployment of Cisco access points 27xx, 28xx, 35xx, 36xx, 37xx.
- Utilized system tools ping and Wireshark to debug and verify packet integrity.

Network and Voice Engineer

April 2014 – May 2015

Perimeter Watch Technologies, Astoria, NY

Provider of professional and managed services for advanced IT solutions, helping clients in the private and public sectors plan, design, integrate, operate and optimize their IT infrastructure in the areas of data center/virtualization, collaboration, security, mobility and networking technology.

Key Responsibilities

Network & UC Engineer – YMCA

- Optimize, standardize, and ensure best practices deployments through assessment of client networks.
- Develop and implement network designs for new deployments.
- Provide consultation for project teams working with network technology.
- Applying a collaborative approach with client to establish holistic, business-driven solutions for their IT architecture.
- Delivering projects through Statements of Work transactions on time and under budget.
- Focus on the administration and support of Cisco Unified Communication products, Unity Connection.
- Assess and identify appropriate solutions to be integrated into the systems operation and make recommendations for implementation and troubleshooting.
- Oversee the day-to-day operation of various collaboration solutions including hardware/software support, and special projects; plans, designs and implements data connectivity in networks.

Recent Key Projects and Accomplishments

- Cisco Unified Communications Manager, Unity, 7945G, 7942G, 2821, 3845, routers deployed for Both WAN and Voice Gateway functions with SRST, Cisco 3750, SIP Circuits as Primary inbound calling & T1 PRI circuits for failover, POTS lines for outbound 911 calling & SRST redundancy.
- Created support documentation and completed support handover to operational teams.
- Implemented Quality of Service based on Cisco best practices on network devices providing priority to voice and video network traffic by managing the delay, jitter, bandwidth, and packet loss parameters on a network, unifying the end user overall experience.
- Deploy maintain and configure Symantec Endpoint Protection 12.x (Total Antivirus solution consisting of AV, Anti spy ware, Proactive threat protection and Network threat protection) to over 1,500 clients over 29 branches.
- Implement, manage, and support global network of 4,000+ devices.
- Performed Active Directory administration Server 2008 R2/ 2012 R2 while configuring user accounts, OU's, GPO's, password reset, security groups, global groups, and universal groups
- Installation, management, and monitoring Cisco Routers & Switches Catalyst 4500, 3550, 3650, 3750, 2950/ 2811, 2851, 3800, 2600 devices, including creating /maintaining routing tables, Access Control Lists (ACLs), Virtual Local Area Networks (VLANs).

Jonathan Marino

Network Voice Engineer

30 Getty Ave, Clifton, NJ 07011 | (646) 597-1910 | jonathan@marinojonathan.com

Windows Administrator/ Voice Engineer
New York Road Runners, New York, NY

May 2008 – January 2014

The New York City Marathon-attracts and inspires more than 300,000 runners internationally, including more than 55,000 NYRR members.

Recent Key Projects and Accomplishments

- Experienced in Windows server 2008 R2/ 2012 R2 Administration, Active directory, Exchange server 2007/2010/2013.
- Management of Exchange 2010 environment with Client Access array and Database Availability Groups for 2000+ users
- Configuration of Cisco Routers and switches - Platform: 2800, 3640, 2600, 2851 3550.
- Installation & configuration of VMWARE ESXi 5.x software.
- Supported Cisco CUCM 8.6 infrastructure, provided daily CUCM and Unity administrations.
- Responsible for resetting voicemail passwords and locked mailboxes in Cisco Unity voicemail system.
- Configured and troubleshoot cisco 7912, 7942, 7960.
- Troubleshoot connections issues with Cisco unified presences (CUP)
- Deployed and managed approximately 700 Cisco IP phones, Cisco IP Communicator devices at corporate and remote locations. Segmented traffic using voice and data VLANs on Cisco switches at corporate and remote locations for extending DHCP services to registered Cisco IP phones.
- Troubleshoot any user PC desktop/ Laptops related issues (i.e. Spyware and/or virus removal procedures, Microsoft office 2007/2010 issues, hardware failure, etc.
- Maintain, update and create trouble tickets and enter information required for tracking and recording purposes in the BMC Track-it ticketing system.

EDUCATION

The CHUBB INSTITUTE OF TECHNOLOGY, Jersey City, NJ
Diploma in Computer Network Administrator

November 2001

Related Certification:

- Cisco Certified Network Professional [CCNP Collaboration]
- Advanced Collaboration Architecture Field Engineer
- CompTIA Network +
- Microsoft Certified Systems Engineer [MCSE]
- Currently preparing for the CCIE Collaboration