

Jonathan Marino

VoIP & Unified Communications Engineer

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Professional Summary

Results-driven UC/VoIP Engineer with 12+ years of experience designing, deploying, and supporting enterprise-grade voice networks and collaboration solutions. Skilled at delivering highly available, secure, and scalable voice infrastructures supporting 500+ users. Expert in Cisco CUCM, Unity, Webex, SIP trunking, and advanced voice gateways. Known for improving system uptime, enhancing call quality, and driving user adoption through strategic design and seamless migrations. Strong ability to lead projects, troubleshoot complex VoIP ecosystems, and align technology with business goals.

Key Skills

- VoIP & Collaboration: Cisco CUCM, Unity, Webex Calling, Jabber, SIP, H.323, CUBE
- Networking: LAN/WAN, TCP/IP, QoS, VLANs, ACLs, EIGRP, HSRP, VRF
- Platforms & Tools: Cisco IOS, VMware, SolarWinds, Wireshark, ServiceNow
- Remote Collaboration: Expressway MRA, Webex integrations
- Process & Delivery: Network design, documentation, change management

Professional Experience

Network Voice Engineer | Kasowitz Benson Torres, New York, NY | Nov 2017 – Present

- Managed and optimized Cisco UCM for 500+ users, improving system reliability by 30% and ensuring high availability.
- Authored 100+ pages of technical documentation, accelerating onboarding and reducing knowledge transfer time by 50%.
- Designed and deployed 50+ dial plans, reducing call setup delays by 20% and improving user experience.
- Coordinated with 5 telecom carriers to enhance network uptime to 99.9%.
- Led UC systems upgrade for 500 users, increasing platform performance by 25%.
- Deployed Cisco Jabber for 300 remote users, boosting workforce flexibility and productivity by 20%.
- Configured Mobile Remote Access (MRA) through Cisco Expressway, improving secure collaboration without VPN.
- Integrated Webex for large-scale webinars (up to 1,000 participants), driving user adoption and engagement.

Voice Network Engineer | Richemont North America, New York, NY | Jul 2015 – Nov 2017

- Developed VOIP architecture standards and best practices supporting 1,000+ endpoints across North America.
- Managed enterprise WAN/LAN and Cisco VoIP systems to deliver secure, reliable, high-performance communications.
- Upgraded Cisco UC from 8.6 to 11.5, improving features and stability.
- Designed and implemented QoS strategies resolving voice quality issues at remote sites.
- Coordinated deployment of Catalyst/Nexus switches and SIP circuits, modernizing UC infrastructure.
- Created and maintained technical documentation for network architecture and risks.

Career Highlights (Earlier Roles)

Network and Voice Engineer | Perimeter Watch Technologies, Astoria, NY | 2014 – 2015

- Delivered Cisco UC consulting and deployment projects for clients in the public and private sectors, improving communication infrastructure across 20+ locations.
- Designed and implemented voice gateways and QoS strategies to ensure call clarity and reliability across multi-branch networks.
- Collaborated with IT teams to assess network health, document solutions, and transfer knowledge for long-term support.

Windows Administrator / Voice Engineer | New York Road Runners, NY | 2008 – 2014

- Administered Cisco CUCM, Unity, and over 700 IP phones.
- Provided Windows Server/Active Directory/Exchange support for 2,000+ users.
- Led Cisco network device configuration and daily user troubleshooting.
- Maintained Exchange 2010 infrastructure with Client Access Arrays and Database Availability Groups, supporting seamless email continuity.
- Configured and supported VMware ESXi 5.x virtualization, improving server efficiency and optimizing hardware resources.

Education

The Chubb Institute of Technology, Jersey City, NJ

Diploma in Computer Network Administration | Nov 2001

Certifications

- Cisco Certified Network Professional (CCNP Collaboration)
- Advanced Collaboration Architecture Field Engineer
- CompTIA Network+
- Microsoft Certified Systems Engineer (MCSE)