Jonathan Marino

VOICE & UNIFIED COMMUNICATIONS ENGINEER

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PROFESSIONAL SUMMARY

Voice and unified communications engineer with 12+ years of Cisco UC experience, including nine years supporting a New York law firm. Experienced in technical ownership of enterprise collaboration systems, UC modernization, carrier migrations, and multi-site service operations. Combines hands-on expertise in CUCM, Unity Connection, Webex, Expressway, and CUBE with architecture standards, project delivery, vendor coordination, and complex incident resolution.

TECHNICAL SKILLS

Cisco collaboration platforms (versions 8.6–14.2): CUCM, Unity Connection, IM and Presence, Expressway C/E, Mobile and Remote Access (MRA), Jabber, Webex App, Webex Calling, UCCX, Unified Attendant Console

Voice engineering: SIP trunking, Cisco CUBE, voice gateways, dial plans, dial peers, route patterns, SRST, PSTN, T1/PRI, H.323, MGCP, Cisco IP endpoints

Network infrastructure: LAN/WAN, TCP/IP, QoS, VLANs, ACLs, EIGRP, HSRP, STP, VRF, DNS, DHCP, NAT/PAT, Cisco Catalyst and Nexus, wireless controllers and access points

Delivery and operations: UC architecture standards, change management, project coordination, carrier and vendor relationships, user training, operational documentation, RTMT, Wireshark, SolarWinds, VMware ESXi, ServiceNow, Visio

PROFESSIONAL EXPERIENCE

Network Voice Engineer — Kasowitz Benson Torres LLP
New York, NY | November 2017 – November 2026

- Owned day-to-day engineering and administration of the firm's Cisco UC environment, supporting 500+ users across CUCM, Unity Connection, IM and Presence, Expressway, Jabber, Webex, and IP endpoints.
- Delivered the CUCM 12.5-to-14 upgrade, coordinating implementation and technical issue resolution across dependent voice and collaboration services to modernize the UC environment.
- Coordinated a Lumen SIP trunk migration and transfer of 82 telephone numbers, working with the carrier and implementation partner on the transition and related service issues.
- Configured and supported secure, VPN-less remote calling through Expressway C/E Mobile and Remote Access and Jabber for 300 users; diagnosed registration and phone services connectivity issues.
- Managed dial plans, route patterns, CUBE, SIP trunks, and voice gateways; analyzed call traces and debug output to resolve complex routing, connectivity, and voice quality incidents.
- Coordinated Cisco TAC escalations for voicemail and unified messaging disruptions, including CUCM/Unity time synchronization issues; maintained Unity Connection administration and service support.
- Supported Webex Calling across remote offices, including provisioning, endpoint configuration, user training, and troubleshooting; maintained technical documentation and operational support procedures.

Voice Network Engineer — Richemont North America

New York, NY | July 2015 – November 2017

- Supported enterprise Cisco UC and LAN/WAN infrastructure across North America, covering call processing, voicemail, contact center, and collaboration services.
- Upgraded UC platforms from version 8.6 through 10.5 and 11.5, including CUCM, Unity, UCCX, Unified Attendant Console, and Calabrio components.
- Developed UC architecture standards and deployed enterprise collaboration solutions aligned with Cisco preferred architecture; communicated designs, implementation risks, and support requirements.
- Implemented QoS changes to resolve voice quality issues at remote sites; troubleshot Jabber, voice services, and network connectivity using packet captures and debug output.
- Implemented UC monitoring and quarterly validation plans for CUCM, Unity, UCCX, and network devices; assessed carrier requirements and redundancy options to support service reliability.
- Deployed and supported Cisco Catalyst and Nexus switches, voice gateways, SIP circuits, wireless controllers, and access points.

Network and Voice Engineer — Perimeter Watch Technologies

Astoria, NY | April 2014 – May 2015

- Delivered network and UC consulting, including a YMCA engagement; assessed client environments, designed deployments, and prepared operational support handovers.
- Configured CUCM, Unity Connection, Cisco routers and switches, voice gateways, SRST, SIP trunks, and PRI failover to support branch communications and redundancy.
- Implemented voice and video QoS to manage latency, jitter, bandwidth, and packet loss; supported a client network of 4,000+ devices and endpoint security across 29 branches.

Windows Administrator / Voice Engineer — New York Road Runners

New York, NY | May 2008 – January 2014

- Administered CUCM and Unity and deployed and supported approximately 700 Cisco IP phones and IP Communicator devices at corporate and remote locations.
- Configured voice and data VLANs, routers, switches, and DHCP services; resolved endpoint, voicemail, and presence issues.
- Administered Windows Server, Active Directory, VMware ESXi, and Exchange 2010 for 2,000+ users, including Database Availability Groups and Client Access arrays.

CERTIFICATIONS

Cisco Certified Network Professional (CCNP Collaboration)
CompTIA Network+ | Microsoft Certified Systems Engineer (MCSE)

EDUCATION

The Chubb Institute of Technology | Jersey City, NJ
Diploma in Computer Network Administration