JOHN RUSSELL

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973-764-6272 • Cell 973-903-9403
john@russell6.com

Field Service Engineer experienced in Unified Communications technology

Areas of Expertise

- Contact Center systems
- Linux /Unix
- Telecom - TDM and VoIP
- Networking – Cisco Certified

Education

- Bachelor of Science, Computer and Information Science, University of Florida

Professional Certifications

- Cisco CCNA
- Redhat RHCT
- Cisco CQS-Cisco IP Communications Express specialist
- Checkpoint CCSE
- Sun System Network Administrator

Aspect Corporate Training

- Spectrum ACD
- Call Center ACD
- Unified IP
- Conversations dialer
- Advanced List Management
- Voice Portal voice IVR

Professional Experience

Aspect Software **Chelmsford, MA** **July 2005 – Present**

- Field Service Engineer – Contact Center products
- Install, Maintain and Upgrade Aspect contact center products
- Assist customer with use and configuration of products
- Provide Technical Support

MSI Services **Stanhope, NJ** **May 1995 – June 2005**

- Network Engineer – Data and Voice infrastructure products.
- Configure and maintain routers, switches, and wireless networks
- Service Voice infrastructure products (T1, T3, and Voip equipment)
- Configure Cisco Pix and Checkpoint firewalls
- Set up VPNs
- Troubleshoot routing protocols (BGP, EIGRP, OSPF, RIP)
- Troubleshoot LAN and WAN issues using Sniffer and Wireshark
- Liaise with carriers to resolve circuit issues.

Further historical details available on request