

## K A D E N K E L S E Y

### OBJECTIVE

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I am an energetic, self-motivated, extremely focused, and ambitious Telecommunications Professional. I am seeking to expand IT solutions within Sydney, Australia. In that I am helping businesses build and configure telecommunications systems into being more affordable, easier to use, and to increase daily productivity.

### EDUCATION

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**Davenport University**

**Michigan, USA**

#### **B.S. in Computer Science with Major in Computer Networking**

- Dean's List, 2005-2006
- Minor - Computer Administration

#### **Certifications**

- Cisco Certified Network Professional (CCNP) – CSC012746130
  - CCNA Security
- Metaswitch (Class 4/5 IP Phone Switch) Basic Translations
- ShoreTel IPBX
  - UCSI - Unified Communications System Installer
  - UCSP - Unified Communications System Programmer
  - UCSE - UC Support Engineer - Tier 1
  - 3210e - Advanced System and Troubleshooting
  
  - SMSI - ShoreTel Mobility System Installer
  - SMSE - ShoreTel Mobility Support Engineer - Tier 1
  - 3510e - Maintaining and Supporting the ShoreTel Mobility Solution
  
  - CCSI - Contact Centre System Installer
  - CCSP - Contact Centre System Programmer
  - CCSE - Contact Centre Support Engineer- Tier 1
  - 3406e - Using and Designing the ShoreTel Contact Centre Reports
  
  - Technical Foundations Academy
  - CCAA - Connect Cloud Administration Academy
  - COAA - Connect Onsite Administration Academy

#### **Management:**

- Texas Executive Education Program

## WORK EXPERIENCE

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**May 2018 – Present**

**Trifecta IT Solutions**

**Sydney, Australia**

Director/ Senior Voice Engineer

Director Responsibilities:

- Manage the vision and direction of Trifecta
- Hire and manage data stewardship team
- Responsible for strategic direction and operations
- Support sales team as Telecom subject matter expert
- Own project delivery and ensure Customer success
- Own and drive the product road map for Trifecta in ANZ and Asia
- Seeking and building partner relationships to find new and reliable sources of business
- Build reports and KPI dashboards for publication to all team members

Consulting Services:

- Voice Network Architecture Design
- Telecommunications Architecture Design
- 3rd Party integration with existing services
- Finding IT solutions to meet business challenges

Senior Voice Engineer Responsibilities:

- Install Premise & Cloud Integration products
- Manage high visibility customers to ensure their phone system is configured optimally
- Oversee and manage Telecom Projects
- Troubleshoot SIP trunks, VoIP networks, and Session Border controllers
- Troubleshoot customer LAN and carrier WAN networks
- Engineered SIP solutions for Customer End Point equipment (Ex: SIP phones , SIP to Analog converters)

**Aug 2017 – Feb 2018**

**Mitel**

**Sydney, Australia**

Technical Account Manager

Responsibilities:

- Install Mitel Cloud Integration products
- Help convert ONSITE premise customers to Mitel Cloud
- Manage high visibility customers to ensure their phone system is configured optimally
- Troubleshoot SIP trunks and VoIP networks
- Troubleshoot SIP Service Border controllers
- Troubleshoot customer LAN and carrier WAN networks
- Engineered ShoreTel SIP solutions for Customer End Point equipment (Ex: SIP phones, SIP to Analog converters)
- Support Windows workstations and servers
- Support VMware configurations and troubleshooting
- Support VxWorks and Linux based voice switching equipment

Technical Account Manager

Currently I support some of our biggest customers grow their ShoreTel phone system. In addition my role includes network troubleshooting as well as creating voice redundancy.

Consulting Services:

- Voice network architecture
- Telecommunications architecture
- 3rd Party integration with existing services
- Finding IT solutions to business challenges

Responsibilities:

- Troubleshoot SIP trunks and VoIP networks
- Troubleshoot SIP Service Border controllers
- Troubleshoot Telecom circuits/ networks (POTS, T1, E1, T3, E3, Fiber, MPLS, VPN)
- Troubleshoot customer LAN and carrier WAN networks
- Engineered ShoreTel SIP solutions for Customer End Point equipment (Ex: SIP phones , SIP to Analog converters)
- Support Windows workstations and servers
- Support VMware configurations and troubleshooting
- Support VxWorks and Linux based voice switching equipment
- Train Tier 1 & 2 staff and customers on network standards, and best troubleshooting skills
- Develop training articles and documentation

Network Engineer

- Monitor and support Cisco's world network. Including working with international vendors such as:
  - AT&T
  - Verizon
  - Cable and Wireless
  - China Telecom
  - Airtel
  - BSNL
- Troubleshoot and repair faulty voice and data circuits. Find and repair failed network equipment to determine problem. Periodically work with Cisco Technical Account Centre (TAC) requests if advanced troubleshooting needs to be performed.
- Troubleshoot hardware and software bugs with TAC
- Work with onsite assistance to replace hardware
  - SUP720's with MFC2 daughter cards
  - 6500 power supplies
  - Cisco internal or extranet partner building wiring issues
  - Research ISP provided hardware to resolve circuit errors

- Passive EIGRP routing tunnels to troubleshoot with vendors
  - 7200 router bandwidth points issues
- Much More!
- Start RMA process for failed equipment and get hands and eyes support on site to perform on site field tech duties.
- Manage chronic issue tickets, which are created when an issue is opened 3 or more times.

**Mar 2007 – Feb 2010**

**ACD.net (ISP)**

**Lansing, MI**

Backbone Network Engineer / Project Manager (Hands On)

ACD.net extended portfolio on last page.

Major Projects:

- Assisted in engineering and designing the City of Lansing Security Camera's
- Assisted in engineering and designing City of Battle Creek metro Wi-Fi network
- Standardized all hardware and equipment for Michigan central offices

Management:

- Managed 7 people in the Telecom department. (This department scheduled field technician's to install, and fix circuits and services. This department also programmed equipment for the field and supported Tier 3 technical support).

Core Network:

- Schedule and perform hands on ISP backbone routing and switching maintenance.
- Upgrading OC-12 fiber ring to OC-48 via Cisco 15454 sonet boxes
- Upgrade wiring in central office as well as engineer new standards for equipment layout.
- Engineered core fiber routes into Michigan central offices
- Improved reliability of one gig switch network via improving configuration standards and re-routing fiber routes for improved network redundancy
- Upgrade previous switch, and router network backbone infrastructure equipment to Cisco 12,000 routers, and 6500 core routers.

Class 4/5 IP Phone Switch:

- Converted all 1 way voice trunks to 2-way phone trunks providing a significant reduction in costs
- Turned up new SS7 links with AT&T
- Turned up all customer SIP and PRI phone trunks
- Standardized voice translations in Class 4/5 Metaswitch phone switch
- Turned up 911 trunks across the state of Michigan with AT&T
- Worked with Metaswitch vendor to help resolve routing issues and new turn up's of customer PBX systems
- Merged Planet Access phone company into ACD.net phone switch

Research and Development:

- Research new products to deliver DSL/ADSL and voice services to customers
- Engineer and build new and more efficient voice and data connections for new customers

## Network Monitoring & Management:

- Manage network backup systems and keep current documentation of network topology
- Update monitoring and backup tools to support the network via SNMPc and Kiwi Tools

## **TECHNICAL/SOFTWARE KNOWLEDGE**

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### **Hardware:**

- Configure and troubleshoot Cisco routers (12,400's, 6500's, 7200's, 3600's, 2800's), Cisco 15454 sonet. Cisco switches and previous experience with PIX firewalls.
- Limited Juniper EX2200, EX4200, SRX210 experience
- Limited Extreme Networks X250 & X450 switches (QoS configuration building)
- Familiar with basic backbone routing such as BGP, OSPF, and EIGRP
- Experienced in Metaswitch (IP phone switch,) and EMS client

### **Software:**

- Network Monitoring
  - SNMPc
  - SolarWinds
  - Nagios
  - Icinga
- Number Portability Administration Center (NPAC)
- Familiar with Kiwi Backup Tools for backing up network device configurations
- Experienced in Windows, Mac and Linux (CentOS & Redhat) operating systems
- Microsoft Office
  - Full Suite
  - Visio
  - Basic Microsoft Project experience

## ACD.net Portfolio:

### Major Projects:

- Assisted in engineering and designing the City of Lansing Security Camera's
- Assisted in engineering and designing City of Battle Creek metro Wi-Fi network
- Standardized all hardware and equipment for Michigan central offices

### Management:

- Managed 7 people in the Telecom department. (This department scheduled field technicians to install, and fix circuits and services. This department also programmed equipment for customers and functioned as Tier 3 Technical Support).
  - Resolved customer escalation
  - Worked with Provisioning Department to help resolve 911 data entry issues with TC entry and Number Portability Administration Center
  - Worked with Field Engineers to get them equipment and provide field standards
  - Provided emergency programming for damaged equipment provided to customers
  - Worked with AT&T directly for escalated vendor meets and wiring issues between the two companies

### Core Network:

- Schedule and perform hands on ISP backbone routing and switching maintenance.
- Upgrading OC-12 fiber ring to OC-48 via Cisco 15454 sonet boxes
  - Upgraded Management cards from TCC to TCC+ via Cisco 15454 sonet boxes
- Upgrade wiring in central office as well as engineer new standards for equipment layout.
  - Standardized from off brand fiber panels to ADC Fiber panels
  - Researched and engineered ADC fiber paneling for ACD custom datacenter and Michigan central offices
  - Standardized punch down blocks to Wire wrap blocks via Newton wire management
  - Standardized on DS3 equipment and DS3 wiring
  - Standardized rack brand and rack layout of central offices (AT&T and Verizon)
  - Researched and hired Tier 2 and 3 companies to install cabling to ACD collocations
  - Upgraded 3com dial-up chassis trunks for dial up customers
- Engineered core fiber routes into Michigan central offices
- Improved reliability of routers and one gig switch network via improving configuration standards and re-routing fiber routes for improved network redundancy
  - Upgraded all to old 7500 T3 cards to PA-MC-T3 to resolve Multilink issues voice quality issues
  - Upgraded all VIP2-50's and VIP4-50's to VIP4-80's with upgraded memory
  - Work with policy maps to improve QOS for applications and voice

- Upgrade previous switch, and router network backbone infrastructure equipment to Cisco 12,000 routers, and 6500 core routers.
  - Our team built 12,000 series routers core network with OC-12
  - Worked in a team to implement new OSPF area zero on new 6509 10 gig switch network
  - Researched and started implementing Ethernet over MPLS

#### Class 4/5 IP Phone Switch:

- Converted all 1-way voice trunks to 2-way phone trunks providing a significant reduction in costs
  - Converted all 1-way trunks to 2-way trunks providing a significant reduction in costs
  - Moved T1 and DS3 routes on fiber network
  - Moved off T1 panels for cross-connects to completely digital cross-connects via Cisco 15454 sonnet boxes
- Turned up new SS7 links with AT&T
- Turned up all customer SIP and PRI phone trunks
- Standardized voice translations in Class 4/5 Metaswitch phone switch
- Turned up 911 trunks across the state of Michigan with AT&T
- Worked with Metaswitch vendor to help resolve routing issues and new turn up's of customer PBX systems
  - Turned up all customer SIP and PRI phone trunks
    - Via Vertical PBX, Cisco Call Manager, Panasonic PBX, Magellan PBX, Asterisk PBX, and more.
  - Researched and installed new EMS servers that controlled phone switch
  - Researched customer PBX systems to resolve compatibility issues
- Merged Planet Access phone company into ACD.net phone switch via acquisition

#### Tier 3 support:

- Support corporate as well as state government services that require 24/7 365 days a year network uptime for collocation, data, camera systems, and phone services that stay reliable.
  - Worked with new customers to test new PBX systems with our phone switch
  - Helped build out Stadium District Apartments building data and phone network
  - Worked to turn up City of Lansing, Michigan video cameras
  - Worked to turn up City of Battle Creek, Michigan Metro Wireless
  - Provided Eaton Rapids Medical center phone and data redundancy
  - Turned up 50 Pizza Hut locations in Michigan to provide voice and data
  - Turned up 15 stores for Baryames Cleaners to provide voice and data
- Work with manufacturers and customers to resolve Fiber, DS3, T1, DSL, and phone issues (Voice over Internet Protocol and Plain Old Telephone Service.)

- Worked with Arial Link to resolve fiber cuts and hardware use in ACD central offices
- Worked with Level 3 to turn up new OC-12 backbone for long distance trunks
- Worked with 20/20 communications to connect their core network to ACD.net
- Worked with Adtran to resolve quality of service issues with phone hardware
- Provided escalation and packet tracing for customers with quality of service issues with onsite phone issues on site via Wireshark

#### Research and Development:

- Research new products to deliver DSL/ADSL and voice services to customers
- Engineer and build new and more efficient voice and data connections for new customers
- Provided research and installation of 6509 chassis and hardware to Michigan central offices
    - SUP720's
    - MSFC2's
  - Work with vendors to help release new products.
    - Worked with Zhone to troubleshoot software and bugs to their DSLAMs and modems
    - Worked with Zhone to troubleshoot software and bugs new Metro Wi-Fi access points

#### Tracking and Network Management:

- Manage network backup systems and keep current documentation of network topology
- Update monitoring and backup tools to support the network via SNMPc and Kiwi Tools
  - Created rack diagrams for mapping of data center and Michigan central offices