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# Professional Summary

Experienced Voice and Network Engineer with 10+ years managing enterprise UC systems, network security, and cloud telephony. Proficient in Palo Alto (Panorama), Cisco ASA, IDS/IPS, and data center networking (Cisco Nexus). Skilled in implementing secure access controls, firewall policies, and automation using Python and scripting. Proven ability to lead technical teams and deploy scalable, high-availability solutions in complex enterprise environments.

# Technical Skills

* Strong experience in Cisco routing and switching, including Call Manager Express, Unity Express, CUCM (v6–12), UCCX, and UCON.
* Proficient in troubleshooting SIP trunks, PRI, Cisco CUBE, H323, MGCP gateways, and dial-plan configurations.
* Implemented QoS/CoS and resolved complex call routing and audio issues.
* Configured and maintained voice solutions including Calabrio, IVR (Holly boxes, 24/7), and Genesys (Workforce Desktop, SpeechMiner, Administrator).
* Hands-on experience with security: IDS/IPS, Palo Alto firewalls, Panorama, URL filtering, and Cisco ISE.
* Administered and troubleshot Cisco Meraki networks and implemented firewall security rules.
* Skilled in scripting and automation using Python, JavaScript, HTML, CSS, JQuery, YAML, and AutoHotkey.
* Experienced in virtualization: VMware ESXi, Proxmox, Linux KVM, and app containerization with Docker.
* Implemented infrastructure as code using Terraform and supported cloud networking and hosting environments.
* Proficient in Linux (Debian, Ubuntu, Fedora) and Windows Server/Active Directory installation and administration.
* Solid knowledge of pfsense firewalls, reverse proxy, DNS resolver, and Geo IP filtering.
* Extensive understanding of network protocols and services: TCP/IP, UDP, DHCP, DNS, VLANs, STP, OSPF, BGP, RIP, ACLs, NAT, VPN, FTP, and TFTP.
* Data center experience with Cisco Nexus (7K, 5K, 2K), Catalyst (2960x–6500), Cisco routers (1800–7200), and WLAN controllers (5500, 4400).
* Experienced in APIC, policy-based routing, and redistribution of routing protocols.
* Deep knowledge of OSI layers, AAA, TACACS+, and RADIUS for secure device access.
* Configured and activated T1 circuits, including coordination with carriers and router setup.
* Wireless configuration expertise: SSID setup, channels, encryption/security modes, and AP roles.
* Certifications: CCNA, CCNA Collaboration, AWS Cloud practitioner
* Languages: English (Fluent), Arabic (Native)

# Professional Experience

#### Voice Architect II

American Express · Jul 2019 – Present

* Lead engineer for ICM (Intelligent Contact Management) configuration and maintenance within UCCE environments.
* Performed regular security patching, system upgrades, and maintenance for UCCE servers and Linux-based VR systems.
* Monitored and resolved issues in voice response infrastructure including Holly VR Boxes and 24/7 third-party IVR systems.
* Ensured uptime of critical Linux application servers supporting enterprise voice infrastructure.
* Utilized Dynatrace to proactively identify system anomalies and minimize service disruptions.
* Monitored system alerts and implemented immediate corrective actions to maintain operational stability.
* Evaluated and approved system changes to prevent service interruptions for users and clients.
* Collaborated with cross-functional teams during major incidents to restore service and ensure BAU operations.
* Provided leadership and technical guidance to contractors, aligning team efforts with strategic business goals.
* Developed a custom internal ticketing system to streamline first-level diagnostics and expedite issue resolution.
* Engineered SQL-based queries to extract meaningful data for monitoring dashboards and reduce data noise.
* Implemented real-time Linux-based monitoring dashboards that refreshed every 5–10 minutes.
* Authored shell scripts to automate system usage alerts and initiate threshold-based email notifications.
* Established and led a bi-weekly cross-departmental team to enhance communication, share knowledge, and improve collaboration.
* Spearheaded the transition from legacy voice infrastructure to modern cloud-based telephony systems.

#### Network Engineer

ATOS · Oct 2021 – Jun 2024

* Deployed, installed, and licensed Palo Alto firewalls in high-availability (HA) pairs.
* Integrated firewalls into the Panorama management suite for centralized control.
* Performed comprehensive security policy audits by evaluating, adding, and removing firewall rules.
* Blocked unauthorized traffic and collaborated with cross-functional teams to allow approved communication to/from DMZ and external networks.
* Configured NAT policies, IPsec VPN tunnels, logging settings, and threat prevention features in Palo Alto firewalls.
* Utilized Cisco APIC to manage data center fabric: created bridge domains, application profiles, and trunked VLANs to proper routed networks.
* Managed Cisco Meraki platform for Wi-Fi access points and implemented basic firewall rules for wireless environments.
* Utilized Cisco ASA via SDM interface for access control, including rule creation and modification (intermediate proficiency).
* Participated in on-call rotation, addressing network-related service disruptions and escalated incidents.
* Created change requests and represented the Network team during incident response and service restoration bridges.
* Developed Python scripts leveraging Palo Alto’s REST API to automate manual tasks such as rule audits, object cleanup, and log retrieval, improving operational efficiency and consistency across firewall configurations.

#### Telecommunication Engineer II

Fidelity Information Services · Feb 2014 – Jul 2019

* Managed implementation and support of Cisco Call Manager Express, Unity, Unity Connection, and UCCX systems.
* Configured and troubleshot SIP trunks, PRIs, and VoIP gateways including CUBE, H323, and MGCP protocols.
* Designed and maintained dial plans, digit manipulation strategies, and inter-system routing.
* Supported enterprise call feature configuration and IOS-level troubleshooting.
* Administered Nexus switches (7K, 5K, 2K) and Cisco Catalyst platforms, optimizing Layer 2/3 network performance.
* Utilized F5 BIG-IP systems to manage VIPs, SSL termination, I-Rules, and traffic monitoring policies.
* Implemented secure network access using Cisco ISE, DHCP, NAT, subnetting, and VPN technologies.
* Configured advanced switching technologies including VLANs, STP, VTP, EtherChannel, and RSTP.
* Applied routing protocols (EIGRP, OSPF, BGP, RIP) and Layer 3 redundancy (HSRP, VRRP, GLBP).
* Executed configuration and lab testing for routers and switches prior to production deployment.
* Provided end-to-end support for voice and wireless network environments including troubleshooting and optimization.

#### Network & VoIP Analyst

State Farm Insurance (via TEKsystems) · Dec 2012 – Feb 2014

* Deployed and maintained CUCM-based VoIP environments across centralized and distributed architectures.
* Configured voicemail systems including Unity, Unity Connection (standalone and cluster-based), and Unified Messaging.
* Supported on-site technicians in diagnosing and resolving complex network and voice-related issues remotely.
* Resolved provisioning errors, SIP trunk issues, call routing problems, and advanced CUCM configurations (CSS, device pools, MLPP, BLFs).
* Utilized protocol-level debugs (VPM, Q921/Q931, CCSIP) and collaborated with carriers to resolve T1 circuit issues.
* Handled executive-level escalations and delivered root cause resolutions under strict SLAs.
* Maintained documentation and case history using HP Service Manager and supported integration with Exchange and Active Directory.

#### Network Engineer (International Experience)

Baghdad Intl. Airport · 2011 – 2012
US Army, Taji Base · 2010 – 2011

* Installed and maintained LAN/WAN and VoIP solutions in high-security zones.
* Provided technical support for deployed personnel and mission-critical voice systems.

# Education

Bachelor’s Degree in Computer Engineering, 2009