
Michael J. Grasso

16005 Loneoak View Dr. • Lithia, FL 33547
(718) 753-1419 • mike@paradisenetworks.com

Senior Unified Communications Engineer | Senior Network Engineer

A results-driven IT professional with **17+ years** of progressive experience in diverse telecom, IP network routing/switching, Voice over IP (VoIP) and technical project management arenas with proven success and creativity. In-depth expertise in the planning, implementation, analysis, optimization, troubleshooting and documentation of LAN/WAN, and Voice over IP networks. Proficient in Cisco Unified Communications Manager (CUCM) and Cisco Unified Contact Center Enterprise/Express (UCCE/UCCX) implementation, administration and support, dynamic routing protocols, network connectivity infrastructure, hardware replacement, IOS/firmware upgrades, and customer support. Track record for diagnosing complex problems and consistently delivering effective solutions. Strong “hands on” technical knowledge with former CCNP Cisco certification. Proven ability to lead and motivate project teams to ensure success. Exceptional communication, interpersonal, intuitive, administrative, organizational, problem solving and leadership skills. Energetic and self-motivated team player/builder. Effective in work situations requiring an ability to manage multiple and concurrent responsibilities.

Networking Expertise

Certifications: Former Cisco Certified Network Professional (CCNP)

Hardware: Cisco Routers / Switches (All Platforms), Cisco Voice Gateways (CMM, 6608, VG, 3845), Cisco MCS/HP Servers, Cisco IP Phones, Octel Definity G3R Voicemail, Verint Voice Recorders, IPC/BT Trader Voice Turrets, Adtran/RAD CSU/DSU, Cascade 9000 Frame-Relay Switches, T-berd/Fluke Test Equipment.

Networking: Voice over IP (VOIP), MGCP, H.323, SCCP, SIP, OSPF, BGP, EIGRP, RIPv2, HSRP, CEF, VTP, VLAN, Spanning Tree, TCP/IP, Gigabit Ethernet (GigE), Frame Relay, ISDN, Packet over SONET (POS), T1, T3/DS3, OC3/12/48, VPN, DNS, DHCP, SNMP, SMTP.

Software: Cisco Unified Communications Manager (CallManager), Cisco Unified Contact Center Enterprise/Express (IPCC), Cisco IP IVR, Cisco Unity, Cisco Conference Connection/MeetingPlace, Cisco Bulk Administration Tool (BAT), IP Communicator Softphone, IOS Upgrades, TFTP, Telnet, Sniffer Pro/Ethereal/WireShark, MRTG, HP OpenView, Netcool, Remedy, SharePoint.

Education

LaGuardia Community College – Long Island City, NY
Working towards **A.A.S., Telecom Program**, 56 Credits • *GPA*: 3.64

Employment History

Presidio – Tampa, FL

Feb 2013 to Present

Sr. Collaboration Engineer

- Travel to government sites nationwide to perform site survey of current PBX and network infrastructure. Ensure each site is ready for convergence. Document existing PBX equipment and functionality.
- Create and deliver critical design documentation based on site survey findings: Bill of Materials (BOM), site survey report, technical design documents, site hardware installation plans, and site acceptance test plan.
- Meet with customer on a weekly basis to review all documentation for accuracy/understanding and ensure implementation timelines are met.
- Perform on-site management of IPT solution deployment including management of cable vendor for phone deployment and required cable runs. Deploy router/VG hardware and configuration.

- Work with the LEC to ensure phone numbers are ported to the new IPT PBX. Complete test plan to ensure new IPT system is functioning as required.
- Provide on-site day 2 problem resolution support and root-cause analysis of incidents or problems related to the deployment.

AT&T Consulting Solutions – Tampa, FL

Jan 2012 to Feb 2013

Voice Design Engineer

- Develop site survey documentation and manage/implement site migrations from legacy voice systems to IP telephony solutions.
- Create and deliver critical documentation based on site survey findings: Bill of Materials (BOM), dial plan, technical design documents, service installation plans, site hardware installation plans, site acceptance test plan, system review and maintenance plans.
- Meet with customer on a regular basis to review all documentation for accuracy/understanding and ensure implementation timelines are met.
- Prepare and execute IPT core and site transformation implementation plans.
- Provide expert-level troubleshooting and configuration for multiple technologies associated with Cisco Unified Communication products and services such as Cisco Unified Communications Manager 8.x.
- Support resolution and root cause analysis of incidents or problems escalated from the Network Operations Center.

Goldman Sachs – Jersey City, NJ

2006 to 2011

Senior Voice Engineer – Global Voice Services

- Administer and support all aspects of a 14 cluster, global Cisco Unified Communications Manager Voice over IP network supporting 22,000+ IP phone users worldwide.
- Build new Cisco Unified Communication Manager clusters and ensure configuration conforms to best practices as well as add new Communication Manager subscribers to existing clusters.
- Upgrade Cisco Unified Communication Manager servers to new software versions, upgrade Cisco IP Phone firmware, and upgrade Cisco Voice Gateway IOS.
- Troubleshoot complex voice routing issues between Cisco IPT, Avaya PBX's, IPC/BT Trader Voice Turrets and local carriers.
- Deploy, administer, and support Voice Gateways on Cisco hardware such as 6608 modules, Cisco Communication Media Modules (CMM), 38xx and 28xx series gateway routers.
- Administer and support all aspects of 500 agent Cisco Unified Contact Center Enterprise (IPCC) environment, including provisioning new agents, designing and scripting phone menus, options, queues, and skill based routing.
- Plan and convert Mexico City office from Nortel PBX to Cisco IPT phones, including the configuration and deployment of local Voice Gateways, creation of dial-peers and dial plan, and the cut-over to new local voice circuits.
- Plan and migrate 75+ PRI's from 6608 modules to Cisco Communication Media Modules (CMM) in order to gain greater gateway density per slot on Cisco Catalyst 65xx series switches.
- Monitor overall performance of the voice network by proactively evaluating PRI usage, Voice Gateway and CallManager logs.
- Create and document provisioning, support, and deprovisioning procedures for new and existing voice products.
- Daily support of all local voice products, including Octel Voicemail, IPC/BT Trader Voice Turrets, Avaya PBX, Cisco MeetingPlace, and Verint Voice Recorders.
- Meet with hardware vendors on a weekly basis to discuss and review hardware and software related issues, such as hardware failures and software bugs.
- Train new team members both locally and abroad on procedures and voice related technologies.
- Order, install, and test PRI's from various carriers such as Verizon, AT&T and Sprint.

NASDAQ Stock Market (formerly Instinet/INET ATS/The Island ECN) – New York, NY

2002 to 2006

Senior Network/IPT Engineer

- Deployed, administered, upgraded and supported all aspects of a Cisco CallManager Voice over IP network supporting 400+ users in five locations, including a 40 agent helpdesk utilizing Cisco IP Contact Center (IPCC), Cisco 796x IP phones, Cisco Unity, Cisco Conference Connection and Cisco Voice Gateways.

- Designed, deployed and supported network infrastructure upgrades to support the Voice over IP network on Cisco hardware such as the Catalyst 3550 with in-line power and Catalyst 6509 with MSFC's.
- Designed and scripted phone menus, options, queues, skill based routing and priority client routing for IPCC Express platform using Cisco Customer Response Application Editor (CRA Editor).
- Converted and integrated former IPCC Enterprise call center platform into NASDAQ's IPCC Express platform in order to simplify setup and save on hardware support costs.
- Planned and migrated 100 users to NASDAQ VoIP infrastructure in order to consolidate and decommission old hardware.
- Directed the configuration, installation and support of 150+ customer connections into NASDAQ, including third party connectivity via carriers such as SAVVIS, Radianz, TNS, and IXNet in order to facilitate the stock order display and matching service to broker-dealers and institutional trading customers.
- Monitored overall performance of the network by proactively evaluating bandwidth usage, router logs, and IP Phone logs, as well as secure the network via the implementation and maintenance of network access lists and TACACS servers.
- Worked closely with Telco providers to ensure the timely resolution of network and customer connectivity issues utilizing protocol analyzer tools such as Sniffer Pro and Ethereal.

Exodus Communications (formerly GlobalCenter/GlobalCrossing) – New York, NY

1996-2002

Manager / Network Technical Services, 2000-2002

- Designed and deployed network infrastructure for Fortune 1000 customers including Toys "R" Us, New York Times Digital, Nickelodeon Online and MTV. Supervised four network engineers.
- Collaborated with clients to assess needs and recommend network designs. Monitored backbone network operability including 550+ Cisco routers and switches in support of 2,000+ customers.
- Diagnosed a variety of advanced-level and complex backbone routing and switching issues, including ISIS, OSPF, BGP, CEF, MPLS, and Spanning Tree issues as well as customer-specific connectivity issues.
- Replaced router and/or switch hardware when necessary; upgraded router and/or switch software when necessary.
- Configured new customers on Cisco 12000 series routers and 6500 catalyst switches, including trunks, VLAN's, and VTP domains.
- Instituted network change management policies, assessed catastrophic failures, developed contingency plans, and recruited/trained operations and support staff. Controlled job descriptions and staffing levels.
- Met with hardware vendors on a weekly basis to discuss and review network hardware and software related issues, such as hardware failures and software bugs.
- Trained all technical staff in London, UK and assisted with the grand opening of a European data center.

Senior Network Engineer, 1999-2000

- Liaised with enterprise customers to address network needs and concerns. Designed, deployed and supported routing and switching topologies, and configured new customers on Cisco routers and switches.
- Diagnosed advanced and complex routing issues, backbone connectivity problems and customer connectivity integrity that included 550+ Cisco routers and switches.
- Installed, configured, upgraded, replaced and maintained network hardware including PIX firewalls. Worked with vendors to resolve hardware/software issues, and logged and tracked trouble tickets.
- Installed, configured and maintained Microsoft 2000 LAN including Active Directory, DHCP, DNS and MS Exchange Server.

Network Operations Lead / Technician, 1996-1999

- Tested and fine-tuned 56K to T1 circuits using a T-Berd 224 test set. Tested, configured and installed Cisco routers and Catalyst switches, CSU/DSUs, Cascade Frame-Relay switches and monitoring tools.
- Diagnosed and resolved customer collocation equipment, setup e-mail accounts using Send Mail, migrated and maintained DNS, and logged/tracked customer issues using a Remedy trouble ticketing system.
- Routed and connected Category 3/5, fiber optic and coax cabling. Wired and maintained cross-connects on a DSX panel, and monitored nationwide network integrity using monitoring tools.