B

Brian Thompson

Expertise in designing scalable voice infrastructures and ensuring seamless integration with data networks. Skilled in troubleshooting voice issues and optimizing call quality.

CONTACT

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✉ email@example.com

✳ LinkedIn | Portfolio

👤 Houston, TX

EDUCATION

- Bachelor of Science in Telecommunications

  University of Houston, Houston, TX | May 2017

KEY SKILLS

- VoIP system deployment (Cisco, Avaya)
- Session Initiation Protocol (SIP) trunking and call routing
- Quality of Service (QoS) configuration
- Unified communications systems
- VoIP performance monitoring

PROFESSIONAL EXPERIENCE

Senior VoIP Engineer | VoiceComm Networks, Houston, TX
April 2019 - Present

- Deployed VoIP systems for 50+ clients, optimizing call quality and reducing dropped calls by 30%
- Configured SIP trunks and call routing to handle peak traffic efficiently, reducing call delays by 25%
- Implement QoS settings to prioritize voice traffic, ensuring clear communication even during network congestion
- Conducted performance monitoring and regular maintenance of VoIP systems,increasing reliability by 20%

VoIP Specialist | TechVoice Solutions, Houston, TX
May 2017 - March 2019

- Assisted in integrating VoIP solutions into existing corporate networks, improving overall communication efficiency
- Resolved voice-related issues for clients, achieving a 90% first-call resolution rate
- Trained end-users on VoIP system features and best practices, enhancing user adoption