|  |
| --- |
| Harith Alkatib614-329-2969 | halkatib@gmail.com | <https://linkedin.com/in/halkatib>  |
| https://images.youracclaim.com/images/94815c25-cd60-4d27-b722-45c62ef03fa6/cisco_ccnp_datacenter.png |
|  |

**Achievement:**

* Saved JPMC more than 6 million dollars in yearly Telecom expenses migrating infrastructure to SIP environment
* Managed a GM 520 Million full WAN migration project for North America car and truck assembly plants region including Canada and Mexico within approved budget.
* KPI and process matrix exceeded expectation in leadership and process-oriented execution of various tasks throughout the organization.
* Moody’s transitioning to NTT Telcom teams globally for 24/7 operations managed support and various migration and upgrade related projects

**Experience:**

Expert Staffers Inc. 10/2019 to Present

*Sr. Consultant KBR Houston TX*

* L2/L3 implementation for global CUCM, Unity, UCC, Finesse, IM&P, Jabber, 12X version and migration from 10X.
* Implemented multi-vendor voice and video system using, Creston, Polycom, and Microsoft Teams.
* Placed a team in place to manage the systems after implementation with a 99.9% uptime.
* Ran P1/P2 incidents with ZERO user impacts and have ZERO failed change control ITSM/SNOW tickets records.

**NTT DATA Inc.** 11/2018 – 09/2019

***Senior Networking Director*** *Irvine, CA*

* Directed a worldwide positioned PCCE / UCCE team members with Multi vendors 24/7 Operational support for a 1.8 Million patients with 5800+ call center agents International Health Services provider (Apria Health Account)
* Managed multi Data Center cloud based UCCE solutions Included UC environment 11.6 / 12.0, SIP Implementation & support to multi-vendor equipment.
* Working Knowledge on Cisco Jabber / WebEx and understanding on Video Products including E911 (CER) Cisco Endpoints ( IX5000, DX70/80, MX200/700, CTS, TX, SX), Infrastructure including Cisco Call Manager, VCS, Conductor, Cisco Meeting Server, Telepresence management Suite, TMSXE, Skype for Business
* Cost avoidance and cuts up to $18 Million in SLA breaches and work stoppages due to P1/P2 outages by addressing underlying causes and eliminating them from impacting customer production environment.
* Drove ncident resolution / Problem Management feedback including the performance of post-mortem and RCA (root cause analyses) following issues or outages. Provides frequent communication with stakeholders during and after incidents.
* Payed great attention to the needs of internal customers, and extremely dependable and went out of my way to ensure customer satisfaction.
* Built customer confidence by addressing customer concerns and assumed full responsibility for meeting their needs in a timely fashion to meet my commitments.
* Supplied limitless of new ideas and creative solutions. My ability to think of things from all angles, anticipate problems, and target brand new areas has been invaluable to our strategic planning.
* Delivered outstanding presentations. My discussions focus on audience needs and changed my approach quickly and efficiently to match their interests. I have an expert command of my material, prepared for questions, and can present even complex ideas with clarity.
* Promoted an atmosphere where all team members feel comfortable sharing and discussing their ideas. Took the lead in offering information and use my listening skills to encourage my colleagues to be open with me.
* Motivate others to follow company strategy. Consistently include colleagues in the planning process so they buy into implementation. When people lose strategic focus, I get them back on track.
* Dedicated to meeting customer commitments. Even though I set high expectations I never let the customer down. I know how to mobilize a team to meet tight deadlines but am also not afraid to get in there myself to make sure the work is done on time.
* Consistently include the customer's perspective in group projects and meetings. I have a solid knowledge of my customers and what they need. I use that knowledge to see issues through their eyes.

**JPMorgan Chase & Co.** 12/2010 - 04/2018

***Sr. Infrastructure Team Lead*** *Columbus, OH*

* Managed the Planning full hardware/software migration from MCS servers to VM ESX multi-Cluster with IVR UCCX / UCCE upgrades and scripting
* Managed the Planning and implementation Skype for business roll out across all corporate enterprise users
* Managed, Prepared, Planed, Ordered, Implemented, Supported, and enhanced performance for 2 complete clusters (Supports 10,000 Cisco phones each) consisting of 16 Cisco MCS 7845-I3 servers each, along with full complements and WAN optimization tools.
* Led HA (High availability/Failover) annual testing and certification for 8 clusters cross multi data-centers, and cloud-data center hybrid networks
* Full eFax centralized gateway/gatekeepers upgrade and increased capacity for future growth.
* Test and validation for new tools such as UCDT (Unified Communications Deployment Tools) tool to automate full site configuration in CUCM and Unity
* Led and created Design technical, implementation and validation services for all Voice systems and Voice Architecture for Network Infrastructure technologies for 80,000+ Cisco Phones.
* Full Migration from Cisco Microsoft platform to Cisco appliance for IVR to 8.x, 9.x, Planning 10.x, 11.6 versions
* Implemented Hardware refresh and OS/IOS / NXOS updates to certified standards at datacenters and site branches as a lead engineer for varies projects with security measures.
* Full install and ops support and implementation B200 – 5108 chasses with UCS 6324 and UCS / UCS Manager / Director multi cluster fully loaded with nodes / blade up to version B480 M5 in a multi data center environment:
* Monitored and Reported Cisco UCS Director on Cisco UCS domains and their components, including:
* Orchestration Tasks using Cisco UCS Manager include tasks to configure and manage.
* Led several North America wide projects for 7600 plus sites enhancing resiliency and performance for 8 full 16 sever CUCM clusters and standardized implementations and roll out.
* Architected Voice over IP (VoIP) solutions HLD / LLD. Robust knowledge in technology areas such as Cisco Unified Communications (6.x, 7.x, 8.x, 9.x, 10.x), Video and Transport technologies (SIP- ACME Packet (Oracle) SBC , IP, Network Appliance, IP Network, Switched Voice, etc.)
* Provides Tier IV Operations incident support, and managed ticketing ques.
* Interface directly with external and internal customers; network architecture, service management, engineering and operations teams.
* F5 Load Balancers in Multi data centers
* Scrum Master leading teams of 12-13 implementation Network/Voice/Video engineersusing Agile manifesto for values and twelve rules driving PBI’s to “DONE-DONE” products valued for projects with understanding of ITSM and ITIL Processes
* Programming languages (Java, Python, SQL)

**CBTS (Cincinnati Bell Technology Solutions) For BT: British Telecom**  06/2009 – 12/2010

***Sr. Network Engineer L4 Cisco Gold Partner*** *Cincinnati, OH*

* Operational supporting the Proctor and Gamble Global network infrastructure, as a part of the critical Response Team (CRT) dealt with network outages in a timely, effective & efficient manner.
* Pre-sales and post-sales support for medium and large enterprises for RFQ and SOW for multi-million projects.
* Specialized in CAT.OS & IOS environments handling routing and switching fabrics consisting of (6500, 4500, 3500, 3600, 2600, 3800, 7200, 1231, 1242, 4400, Telepresence) while ensuring maximum customer uptime.
* Used tools: (Netbrain, ehealth, and others)
* Lead the installation and setup of switches, routers & facilitate circuit installs.
* Implemented Procedure and Process improvement task forces
* Analyzes existing procedures and processes and assists in the design of newly improved upon procedures and processes.
* Documents all customizations specific to the solution
* Follows documented Best Practices, Security Guideline, and Standards.
* Initiates and executes change control processes and requests.
* Work with various vendors to troubleshoot issues, assess, and coordinate field dispatches
* Troubleshooting of the following on a day to day basis: MPLS, BGP, EIGRP, NAT, Access List, IP, Ethernet, Multicast, VRRP, HSRP, ISDN, Frame Relay, FDDI, OCx

**PCM / SARCOM** 08/2006 – 03/2008

**Sr. Consultant Cisco Gold Partner** *Columbus, OH*

* Executed diagnosis and analysis of highly complex networking issues for Customers of various sizes.
* Executed analysis of highly complex secure network designs for Advanced Services Data/Voice in single as well as multi-branch scenarios.
* Pre-sales and post-sales support for medium and large enterprises for RFQ and SAWO for multi-million projects.
* Build simulated networks in a test lab environment to resolve highly complex issues and compatibility problems.
* Introduce new and better ways of enhancing productivity.
* Generated standardized project documentation, including detailed test plans for highly complex networks.
* Generated standardized network configurations from Low Level Design (LLD) for highly complex networks with detailed Bill of Materials (BOM) via Cisco Configuration Tools & HP Design Tools)
* Supported pre-sales activities for highly complex networks with VOIP (CUCM 5.x-6.x) and Unified Contact Center Enterprise (UCCE) integrating IVR solutions.
* Presold, planned, staged, installed, tweaked, and supported solutions for Cisco Adaptive Security Appliances (ASA 5505-5540)
* Planned and executed complex network Upgrade and Network Migration activities (Phased/Overlay)
* Led multiple design workshop sessions involving large-scale customer requirements
* Assisted customer with strategy and deployment of highly complex tools and related Network Management Systems (Advanced Wireless)
* Troubleshooting and resolving highly complex customer network problems incorporating a broad range of technologies.
* Acted as a focal point for complicated network issue resolution and optimization (Advanced Unified Lifecycle IPC using PPDIOO cycles, Technical project manager for larger projects).

**BLACK BOX / LOGOS** **Communications Inc** 09/2005 – 08/2006

***Sr. Service Engineer Cisco Silver Partner*** *Dublin, OH*

* Managed multi-vendor engineering teams and support staff in upgrade and migration projects.
* Design LAN/WAN, enhanced capacity planning, and network preparedness.
* Created design plans for upgrading and new networks (Local Schools, Hospitals).
* Configure, Install and Maintain Cisco IP telephony solutions (CME/CUE, CCM 3.x-4.x) along with wireless solutions (1242/1130 AP, and Wireless LAN Controllers 2006/4402/4404)
* Interfaced with customers covering pre-sales and post-sales support including creation of Bill-of-Materials (BOM).
* Created templates for numerous deliverable services and wireless engagements.
* Troubleshooting MPLS and Frame Relay WAN, LAN and Cisco Call Manager issues.
* Team-lead of local System & Field engineers (team building, communications and performance assessments)
* Deployed secure solution using Cisco ASA 5510 & 5540

**AT&T / SBC Communications** 05/2004 – 09/2005

***Field Engineer II*** *Lansing, MI*

* Infrastructure WAN network Architecture Support for operational and net new facilities across North America.
* Supporting Ford Motor Company “Cisco Call Managers 3.3v clusters for 1500 initial rollout with a peak of 50000 plus phones”. IP Telephones (7905-7971)
* IPCC Enterprise for Ford (300+ call centers centralization and migration Planning/Design/Implementation, and Operational support)
* Manage help-desk technical support for North America, up to and including off-hours on-call support.
* Configure, Installation, and maintain Cisco Routers and Switches (Roters1600-12000/Switches1900-8500).
* System Management tools Unix OS (SNMP Based, HPOpenView, and Cisco Works 2000) other (Netcool).
* Network Analyzer used for troubleshooting in reactive as well as proactive modes.
* Change Management responsible for monitoring/supporting a 7x24x365 Global Customers.
* Problem Management System (Remedy).
* Network Design tools, Platform planning of capacity via WAN/LAN (NetSuite, Visio 2000).
* Provide hardware and network support for customers like (State Of Michigan and Ford Motor Company.
* Network support working with SUN Workstation, XPPro, W2000, (TCP/IP, EIGRP, RTP/UDP/IP), and execute change control requests.
* Tested and validated in software pilot testing projects prior to full deployment (Develop testing plan).
* Analyze/Assess network topology/infrastructure (Ethernet, Frame Relay)

**Volkswagen of America** 03/2003 – 06/2003

***Senior Network Engineer*** *Auburn Hills, MI*

* Evaluated design requirements, guidelines, and bill of materials generation for Cisco hardware compliant lists.
* Installed & configured Cisco Routers & Switches (2950 24/48, 1751)
* Develop troubleshooting plans for carriers (Sprint / Local Telco) demark determination at remote sites.
* Configure and install Kentrox CSU/DSU SmartData696 for Data channels bandwidth segregation purposes
* Design, Validating, Documenting, and Implementing for security testing on Cisco Wireless 802.11(a-b-g) 1200 AP using Cisco EAP (LEAP) with Cisco ACS 3.1.
* Acquire Enterprise security guidelines and work with Corporate security team to meet and exceed expectation (Cisco safe blueprint, VPN IPsec mandated)
* Performed site Surveys (17 remote sites in North America 100% travel) and certification documentation using protocol analyzer tools like (Airemagnet for Ipaq) and Site Survey Kit from Terawave.
* Gathering and interpreting complex quantitative or qualitative data; Handled a variety of recurring and non-recurring or special assignments; Informed staff activity or unit of developments as required; Made presentations to all levels of management; Developed new and evaluates existing unit or Corporate policies and procedures; Established a course of action to accomplish completion of the job and/or project; Coordinated input from internal/external customers to better understand customer needs and/or perceptions; Kept abreast of current product developments and trends in areas of expertise; Actively identified new areas for learning and took advantage of learning opportunities.
* High level of analytical ability where problems are unusual and difficult; Demonstrated technical and professional skills in job-related area required; Appropriate interpersonal styles and communication methods to work effectively with business partners to meet mutual goals
* Manage site/project documentation, provide status reports, conduct post-mortems, and recommend internal process improvements.

## Electronic Data Systems (EDS) 1998 – 2002

1. ***Network Infrastructure Operations***  Troy, Michigan
* Situation Manager handling GM & DOW Global incidents (end-to-end including network integrity security)
* Operation Services Delivery: Technical project lead for GM& AT&T WAN Data Transition Project (North America Car-Truck Assembly plants $520M). Web based rollout for project follow-up and feedback.
* Infrastructure LAN/WAN Architecture design for new & operational facilities in North America GM.
* Cisco Wireless LAN planning, testing, and support for Mobile Services (802.11b-g & 802.11a) Portal & Application.
* Manage help desk Tech-support level 2 and 3 for all GM North America including off-hours on call support.
* Special project (4 Building Campus migration from ODS Hub’s to Cisco CAT 5509 switches).
* Configure, Installation, and maintain Cisco Routers and Switches (Roters1600-12000/Switches1900-8500).
* System Management tools Unix OS(SNMP Based, HPOV, Tivoli, and Cisco Works 2000).
* Network Analyzer proactive/reactive (Computer Associates Sniffer Pro 3.x-4.x).
* Change Management responsible for monitoring/supporting a 7x24x365 Global Customers.
* Problem Management System (Vantive, Asset Center, Clarify).
* Network cabling (Single/Dual mode Fiber, Cat 5-6, Serial).
* Network Design tools, Platform capacity planning for WAN/LAN (NetSuite, Visio 2000).
* Provide hardware and network support for Dow, Xerox, BMW, GM, Solutia, and Turner Construction.
* Network support working on a Sun Work Station, W2K, WinNT, WFW 3.11, Win95/98 (BGPv4, OSPF, IGRP, EIGRP, SNA, IPX/SPX, TCP/IP), and Execute change control requests.
* Provide technical support to customers on Microsoft Exchange 5.5/2000, MS Outlook 2000 and MS Mail.
* Hardware and Software upgrades, deployments and installations for Servers, Routers, Switches, PCs and Laptops.
* Tested and participated in software pilot testing projects prior to full deployment.
* Analyze/Assess full network topology/infrastructure (Ethernet, Frame Relay, ATM)

**Consulting:**

**CAA Creative Art Agency - *Lead UC Engineer***

* Managed all CAA corporate Branches and new Merger and Accusation related telecom business needs including Corporate vision design, transition planning, and execution
* Architecting, Planning, implementation and operational support for current and new facilities worldwide

**SAG Screen Actors Gilled - *Infrastructure Lead Engineer Network / Collaboration***

* All related infrastructure duties (Network / UC environment) including on premise Data center and off sites DR Data Centers

**Korn Ferry - *Lead UC engineer***

* Lead POC for cloud base meeting / Telepresence solution, Planning, Implementation, and Operational support including MACD

**SKILLS**

|  |  |  |
| --- | --- | --- |
| * BGP
* Cato Networks.
* Chassis, blade servers, and rack-mount servers, including auto discovery
* Cisco IM&P Server
* Cisco WebEx Teams
* CUCM
* CVP
* Data Center: (FCoE, iSCSI, Fiber Channel)
* Fabric interconnects, including ports
* Finesse, and rogger
* Fortinet FortiWAN
* Gateways (3945, 4431/4451)
* High availability (HA)
* ICM
* I/O modules and fabric extenders (FEXes)
* Logger version 11.x
 | * PG
* Media resources (PVDM's, Transcoders, Exct)
* Microsoft Teams
* MRA
* NetScaler SD-WAN. 8.0. 508.
* Network connections
* Route/Switch FabricPath: (4451, Nexus 1k, 4K, 5k 5500, 6K, 7K, and 9K)
* SBC
* Servers
* Server availability
* Server boot
* Service profiles
* Service profile templates
* Silver Peak VX. 9.0. 1,082. Silver Peak NX
* Software defined networking (SDN)
 | * Storage connections
* Switches (Access/core)
* T3/SIP (Ordering/Test and turn UP), then operation handover.
* Policies
* Pools
* Power consumption
* UCDT
* VCS Expressway
* Virtualization: (VMWare, ESX, vCenter version 5.5 / 6.x)
* VGD's with Dual T3 homing replaced by Cisco CUBE SIP
* VLANs
* VSANs
* vNICs
* Exinda. 10.0.190.
* Riverbed Steelhead.
* WAAS
* Zoom
 |

## Certifications:

* PCNSE Palo Alto Certified Network Security Engineer *Pursuing*
* Juniper Certifications (Site Vault) *Pursuing*
* CCNP DC (Data Center) *May 2019*
* CCNA DC (Data Center) *May 2019*
* CCIE Collaboration *February 2018*
* (CCIE Voice Written) Renewed CCNP Voice, CCDP, CCNP R/S June *2012*
* (CCIE Voice Written) *August 2009*
* Cisco IP Communications Express Specialist *July 2007*
* HP Accredited System Engineer ASE *April 2007*
* Cisco Rich Media Communications Specialist *January 2007*
* IP Contact Center Express Specialist *January 2007*
* Cisco Advanced Wireless Field Specialist *October 2006*
* Cisco Lifecycle Services Advanced Wireless (646-589) *September 2006*
* Cisco Advanced Wireless Design Specialist *September 2006*
* CCVP *August 2006*
* Cisco Wireless LAN Design Specialist *October 2005*
* [Cisco IP Telephony Support Specialist](http://www.cisco.com/web/learning/le3/le2/le41/le79/le453/learning_certification_type_home_extra_level.html) *September 2005*
* CCIE written recertifying CCNP and CCDP *May 2005*
* CIPT (Cisco IP Telephony) IP Communications Certifications *February 2005*
* CVOICE (Cisco Voice Over IP) IP Communications Certifications *September 2004*
* CCDP (Cisco Certified Design Professional) *Jun 2002*
* CCNP (Cisco Certified Network Professional) *Jun 2002*
* EVODD (Cisco Enterprise Voice Over Data Design). *April 2002*
* Cisco Product Solutions Essentials IPT (IP Telephony SE Specialization). *March 2002*
* Cisco IP Telephony Solutions (IP Telephony SE Specialization). *March 2002*
* MCT 2002 (Microsoft Certified Trainer) *May 2000*
* Cisco Certified Wireless SE & FE. *March 2001*
* Cisco Sales Expert (CSE- Small-to-Medium Business) *January. 2001*
* Cisco Certified Wireless Trainer (Aironet) *August 2000*
* CNX- A (Certified Network Expert - Associate) *August 2000*
* CCDA (Cisco Certified Design Associate) *July 2000*
* CCNA (Cisco Certified Network Associate) *March 2000*
* CompTIA Security+ *March 2000*
* Skills upgrade (MCSE 2000) from Win NT 4.0 to Win 2000 *February 2000*
* DESIGNING WIN 2000 DIRECTORY SER.INFRASTRUCT. *August 1999*
* Microsoft Certified System Engineer (MCSE) *June 1999*

REFERENCES:

Available upon request.