

Carlos Castillo

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TELECOMMUNICATIONS and NETWORK SERVICES

Professional Summary

- Experienced in the implementation and support of LAN, WAN, telephony and video conferencing infrastructure.
- In charge of all telecom aspects of facilities projects for new medical practices or relocation of existing ones.
- Project managed phone system replacements and telephony circuit installations.
- Key participant in the building of an internet market in Orlando FL.
- Proven background working with tickets and providing tier 1 and 2 support for general network and telephony issues.
- Active CCNA, CCNA Voice and possesses a B.S. in Computer Engineering.

Technical Expertise / Skills

Telecommunications	Cisco CUCM, Unity, Contact Center Express support. Voice Gateways (VG224) Avaya IP 500 support, Avaya System Status PRI, POTS, RCF, SIP telephony, Wireless: Cell Phones, Air Cards, Pagers
Cabling and Installations:	Voice and data cabling installation (terminating and installing cat3, cat5e, and copper risers) Installation and maintenance of Radio Frequency Networks (antennas, ODU, IDU, network switches and routers, cabling, antenna mounting pole)
Video Conferencing:	Signaling Protocols: H.323, SIP, H.320 (ISDN) Video Compression Formats: H.264, H.263 Polycom RMX 2000 MCU monitoring and administration Polycom and Cisco video endpoints (telnet, browser interfaces, installation, support, resolving any kind of issue that codecs might experience)
Data Networks:	Network Protocols/Standards: TCP/IP, Ethernet, ISDN Networking Hardware: Cisco routers (1700, VXR) and switches (2550, 2560g, etc) , Fluke test equipment (DTX-1200)
Other:	Spanish speaking (fluent) Project Coordination

Work Experience

Mednax National Medical Group *Telecommunications Analyst*

January 2013- Present

- Project Managed all telecommunications aspects involved in the opening of new medical practices (approximately 15 per year).
- Project Managed all telecommunications aspects involved in the relocation of existing medical practices (approximately 8 per year).
- Project Managed the assessment and upgrade/replacement of medical practice's phone systems and phone services.
- Coordinated with telephone vendors, cabling vendors, service providers, property managers, practice managers, medical directors, directors of operations, and facilities project managers in order to complete the types of projects listed above (facilities startups, facilities moves, phone system assessing and replacements, phone circuits assessing and upgrades).
- Worked on outages and all telecom related problems for Mednax's 600+ Medical practices and offices.
- Cisco Telephony administration for Corporate Office (CUCM 8.0, Unity, Contact Center Express)
- Avaya IP 500 administration for Remote Practices.
- Supported Wireless devices such as Cell Phones, Air Cards, Pagers,
- Ordered and inventoried all telecommunications equipment (phones, headsets, Polycoms, etc) and coordinated their installation and proper operation for all of Mednax's 600+ Medical practices and offices.
- Monitored all telecom related requests, inquiries and problems for 600+ sites through Remedy tickets and emails.

Airband Communications
Radio-Frequency Technician

August 2012- January 2013

- Installed and maintained RF Telecommunications equipment for the purpose of delivering data and telephony services to customers via wireless or wire line solutions.
- Involved in the entire installation process including: site survey and LOS analysis, installation of outdoor and indoor RF equipment, installation of Cisco switches and routers, installation of all cabling necessary (cat6, coax, fiber), installation of cabinets, mounting equipment, UPS and supporting devices in general, and testing with RF Engineers and Network Engineers.
- Applied logical troubleshooting techniques to rapidly identify and replace defective components during a system outage or trouble ticket.
- Followed and monitored compliance to company standards, procedures, policies (including engineering standards, safety standards and compliance with federal, state, and local laws and regulations).

Wells Fargo
Network Operations Analyst (Enterprise Conferencing Services)

October 2011- May 2012

- In charge of monitoring the Video Conferencing Network and Infrastructure for possible failures, documented the issues and resolved them in a timely manner.
- Monitored and connected video conferences for Wells Fargo sites and partners all over the world.
- Responded, escalated and managed break/fix issues for audio and video equipment.
- Planned and Tested with outside companies that needed to connect their endpoints to our bridge for Video Conferences.
- Installed and upgraded Video Conference rooms with standard setup consisting of a codec, a cart with integrated speakers, two TVs (for Far and Near viewing), microphones and camera.
- Endpoints supported included: Polycom HDX8000, HDX4000, VSX7000; Tandberg c60, 880 MXP, EX90, etc.
- Participated in several projects including a universal software upgrade to all codecs to meet their respective accepted version, database upgrade to reflect details of every Video Conferencing room available, etc.

AFL Telecommunications
Telecommunications Technician

March 2010- September 2011

- Installed and maintained network equipment, switches, PBXs, 110 blocks, cabling, analog and VOIP phones, fax machines, etc.
- In charge of the network and telephony aspects of all moves, adds and changes.
- Maintained data and inventories of networks and telephony related information such as: Wireless APs locations, jack information of all workstations throughout campus, available phone extensions, new hires and terminations telephony data, switch ports availability.
- Resolved Telecommunications Service Requests and tickets.

Saturn Communication
Voice and Data Cabling Technician

July 2005- August 2006

- Installation, termination and testing of low voltage cabling (cat5e, cat6 and optical fiber)
- Worked inside (data-centers, communication closets, office workstations, etc) and outside (cable routing, trench and excavation, building to building networks, 8-20 feet ladder usage).

Education

- B.S. Computer Engineering, The University of North Carolina at Charlotte, Charlotte, NC December 2009

Certificates

- Cisco Certified Network Associate (CCNA) September 2011
- Cisco Certified Network Associate Voice (CCNA Voice) July 2012
- Fundamentals of Voice and Data Cabling, Cisco Systems Certification 2005