Collin Moerman
Senior Network & Collaboration Engineer

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CAREER PROFILE

Experienced technical leader with a strong background in collaboration technologies. Passion for streamlining processes through automation and development. Strong experience in analyzing, troubleshooting, and resolving technical issues related to Cisco technologies, including Wireless, Security, Network, and Voice Infrastructures. Solution-oriented focus to ensure successful delivery of solutions and resolution to problems. A skilled mentor who fosters a culture of collaboration and skill development across departments.

SKILLS & PROFICIENCY

Certifications: Cisco CCNA, CCNP Enterprise

Cisco Collaboration (CUCM, Unity Connection, CER, UCCX)	Microsoft Teams	Python
	Zoom Meetings	Javascript
	Cisco CUBE,	.NET
Cisco Webex (Calling, Meetings, Messaging)	Voice over Wireless (VoWLAN)	SQL
		Docker
Cisco TelePresence & Meeting Server	Multicast	Git
	IEEE 802.1x	Ansible
Cisco Room Endpoints	Quality of Service (QoS)	RESTful and SOAP APIs

PROJECTS

MPP Migration Hardware Revision Discovery
Discover 78xx phone hardware revisions to prepare for MPP Firmware migration

Internal Credential Repository Migration
Developed tooling on a short timeframe to migrate internal credential repository to a new system.

Cisco CDR Call Concurrency
Quickly determine peak call concurrency for any device from call detail record export

Call Search
Filter call data (SIP and RTP/RTCP) from rolling packet captures, reducing troubleshooting time from several hours to several minutes.

Visio Diagramming Add-In
Internal tooling to streamline and standardize network diagram creation

WORK EXPERIENCE

<u>Sentinel Technologies, Inc.</u>, Livonia, MI, (2015 - Present)

Team Lead - Support Services (2018 - Present)

Provide leadership for national support teams, focusing on Collaboration technologies. Coordinate with project teams, management, customers, and vendors for ongoing support at a high level of quality.

- Technical escalation point for team members and customer satisfaction concerns, working with team members and customers to solution delivery
- Technical reviewer for customer quarterly business review data, ensuring service quality and technical success
- Drive best practice implementations through documentation and engineer mentorship
- Consultation resource for Account Manager/Solutions Architect solution design requirements
- Ensure smooth transitions from project solutions deployment to ongoing support
- Provide technical leadership for customer quarterly business reviews
- Drive process and procedure improvements through close work with management
- Review emerging technologies from project team deployments, vendor updates, and other sources to develop team growth
- Engineer mentorship with one-on-one meetings, training sessions and training milestones

Advanced Support Analyst (2015 - 2018)

Working within a managed services team, monitoring, troubleshooting, support and repair of Cisco Unified Collaboration, Borderless Networks, and other Cisco technologies.

- Analyze, troubleshoot and resolve technical issues and requests to client satisfaction
- Prioritize incidents and change requests based on defined criteria and service level agreements and effectively communicate with the customer on incident status
- Develop and document work procedures and troubleshooting guidelines
- Participate in technology projects, quality assurance testing and other activities as assigned

<u>Secant Technologies, Inc.</u>, Kalamazoo, MI, (2011 - 2015)

Senior Network Engineer (2014 - 2015)

Design, implement and maintain Cisco Wireless, Security, Network and Voice Infrastructures for clients across Michigan

- Work closely with solutions architects to consult on services hours, technical architecture and quotation requirements.
- Develop best practice standards and documentation for these technologies
- Mentor other engineers on best practices and troubleshooting
- Foster culture of collaboration and skill development across departments

Network Engineer (2011 - 2014)

Design, implement and maintain Cisco Wireless, Security, Network and Voice Infrastructures for clients across Michigan

- Implement and troubleshoot Cisco technologies across their portfolio
- Manage project tasks through completion
- Respond to reactive requests and resolve in a timely fashion
- Assist in the development of best practices and documentation standards

Landscape Forms, Inc., Kalamazoo, MI, (2010 - 2011)
IT Support / Programmer
Develop applications to improve manufacturing efficiencies. Support IT infrastructure systems, including network, servers, and end user systems.
- Developed system to dynamically map product installs based on selection criteria
- Created a text messaging system to notify employees of emergency
- Designed and implemented an "Order Status Portal" to show the progress of an order in the factory
- Administered Cisco voice systems
- Installed VMWare ESX and added server to vCenter cluster
- Installed and configured Microsoft Remote Desktop Services

EDUCATION
- Western Michigan University, Kalamazoo, MI, (2005 - 2009)
  Bachelor of Science, Computer Science
  Developed system monitoring tools for Linux and Mac OSX CEAS lab computers
  Debugged and enriched features of race simulation engine for the Sunseeker Solar Car