

Juan Manuel Pascual

Age: 38, D.O.B: 07/27/1981 – Humahuaca 4642 Apartment PB 2 – Caba
Mobile 54 9 11 5376 0023 – jmpascual723@gmail.com

EXPERIENCE

2014 – Present Cat - Technologies – Call Center

Telephony Coordinator

- Plan and supervise the daily tasks to accomplish the timelines required by the area of callcenter. Dependents: 2
- Configuration and maintenance of Asterisk PBX and IT/networking devices on the Cisco and Huawei platforms.
- Manage new interconnections with IP carriers.
- Administration of Call Center platforms: creation of campaigns, users, queues, routing and IVRs. (Platforms Neotel, Dialone, Inconcert, S1).
- Integration of Call Center platforms with social networks (Facebook, Instagram, Twitter, LinkedIn, WhatsApp, Mail and Web Chat).
- Develop and maintain the documentation of the area updated.
- Implement and verify backup policies of services / servers.
- Generation of reports, stored procedures and triggers in SQL for the analysis and evaluation of the behavior of customers and suppliers.
- Evaluate new solutions and opportunities for improvement in the area.

2013 - 2014 Cross Soluciones S.A. – Telecomunicaciones

Responsible for Engineering and Corporate Telephony

- Coordination of first level of operation and network support, follow up of incidents, and efficiently managing the escalation to third parties.
- TDM interconnections with Telefónica, Telecom and various Local Cooperatives.
- Configuration and maintenance of Cisco AS5300 and 5350XM voice gateways.
- Second Level Troubleshooting - intermediate SIP protocol, management with Wireshark.
- Management and maintenance of Nextone SBC softswitch Class 4.
- Analysis through monitoring systems of networks links, clients and equipment in the network (Whats UP, MRTG, Smokeping).
- Administration and maintenance of the servers in the area. (Windows Server 2008 and Windows Server 2012).
- Generation and maintenance of users (Active Directory).
- Participation and execution of the migration process of local equipment / services to the cloud (AWS, Rackspace and Google Apps).
- Administration of servers in the cloud and configuration of VM in Microsoft Azure.
- Evaluation of specific needs and implementation of solutions for the internal infrastructure.

2010 - 2012 Dasaro USA LLC – International Wholesale Provider of Voice

Wholesale VoIP Routing & Provisioning Manager

- Provisioning of costumers and carriers on the softswitch.
- Configuration and maintenance of A-Z routes on the softswitch – blocks and changes of carriers.
- Second level Troubleshooting and operation monitoring.
- Management and maintenance of Class 4 softswitches: Nextone SBC and Sonus SBC with GCS interface.
- Management of GCS system for traffic performance.
- Participation in the migration project from Nextone to Sonus-GCS platform.

2008 - 2009 CrossFone Argentina S.A. – Telecomunicaciones

NOC Operations

- Traffic analysis and proactive detection of issues - troubleshooting and resolution.
- Follow up on incidents of residential, corporate and wholesale services.
- Monitoring of equipment, network links and network events – internal and clients infrastructures.
- Configuration and installation of residential VoIP equipment (Addpac AP200, Linksys PAP2, SipuraSPA2100).
- Management of trouble tickets administration tools and MRTG.
- Tasks in Datacenters (Iplan, SkyOnline, Silica).

2006 - 2007 Redes del Sur S.A. – ISP Corporativo y Residencial

Technical Support
- Resolution and follow up on incidents of Internet, mail and VoIP services.
- Installation of VoIP equipment and Internet wiring.
- Monitoring of network infrastructure.
- Preparation of reports on daily events presented on the network infrastructure.

FORMATION

1994 – 1999 Colegio Manuel Belgrano HHMM
- Bachiller with Exact Science orientation.

PROFESSIONAL COURSES

2012 Universidad Tecnológica Nacional: Linux

2010 – 2011 Fundación Proydesa: Cisco CCNA 1, 2, 3 & 4 - coursed and passed at the Foundation.

LANGUAGES

- English – Advanced
- Spanish – Native

TECHNOLOGIES / ARCHITECTURES

- MySQL
- JAVA
- Azure
- Linux
- Cisco
- Huawei
- Windows Server
- Neotel