

SCOTT PRIEMER

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PROFESSIONAL SUMMARY:

Motivated and innovative IT Professional with over 15 years of comprehensive experience in Network and System engineering, specializing in voice technology and server infrastructure. Eager to contribute to team success through hard work, attention to detail, and excellent organizational skills. Actively seeking a challenging role in the IT and Voice Networking industry to leverage my extensive background in designing and managing network devices, configuration, and end-to-end voice technology. Adept at learning new technologies and adapting to evolving business needs.

EMPLOYMENT EXPERIENCE:



Level 2 Technician

Vonage Business [Scottsdale, Arizona]

October 2017 to Present

- Designed voice and data networks, scaled for clients with up to ~500 sites.
- Upskilled Large enterprise and retail outlet clients & MSP teams to fulfill self support administrative changes (MAC) to increase efficiency while decreasing the interaction rate to our support desk.
- Implemented custom contact center configurations.
- Upskilled and onboarded 2 teams of 8 contractors to full time employees in the technical support engineer department. [2019-2020]
- Led daily internal calls with the support teams and account managers to discuss current escalation statuses and note/map next steps.
- Handled regional escalations in the NAM region which entailed forming a plan of action from discovery to resolution while being the single point of contact to uphold or in some cases, repair the business relationship.
- Managed equipment+orders to post/track on customer's accounts.
- Reporting/Analytics for the support team metrics [Weekly].
- Setup equipment monitoring in VMWare Velocloud Orchestrator. Organized the infrastructure to apply regional and customer specific configurations.
- Provide UCaaS, PaaS, and CPaaS support to enterprise customers globally, focusing on North America, APAC, and EMEA Regions.
- Develop support articles and process flow for confluence and web-based Internal/Customer Knowledge Bases.
- Diagnose and debug SIP/RTP Transport on both client and server sides.
- Implement SSO for Salesforce and Microsoft and set up SIP Trunking for Microsoft Teams Environment.
- Attended daily calls with product owners to discuss and identify product bugs, including issue summarization, replication steps, and prioritization level.

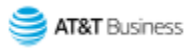


Level 1 Technician

Vonage Business [Scottsdale, Arizona]

August 2015 to 2017

- Unified Communications support to enterprise customers and systems in North America.
- Designed internal process workflow for troubleshooting voice quality issues (user-agent to core network)
- Processed change requests [network equipment, voice endpoints, call manager application]
- Designed and configured call flows for enterprise client departments.
- Designed processes for troubleshooting UCaaS products.
- Generated detailed support reports for sales managers to uphold the client contracts w/ Legal.
- Reconfigured and designed DID digit blocking process for incoming call plans system wide, which reduced labor processing costs.
- Assisted with the Technician Dispatch process refresh and related support documentation.
- Diagnose and assist with registration issues for sip trunking to client PBX/Call Managers.



Technical Phone/Desktop Support Tier II and Escalations/Retention

AT&T [Mesa, Arizona]

August 2008 to 2015

- Utilized network monitoring software to diagnose voip quality/routing/connection related issues.
- Analyzed broadband ADSL and VDSL signals/charts, coordinated repair dispatches+remote network/system support.
- Provided end-user technical phone support to residential and small business clients for all services and premises equipment [Internet, IPTV and VoIP]
- Assisted client's technology contractors with troubleshooting, configuring small business network equipment and third party devices [Firewall/VPN, Point of Sales Systems, Workstations, Cameras, Routers and Switches]
- Helped develop an automated workflow process engine via implementing repair/technical support processes to eliminate the steep technical learning curve of support resources while introducing additional tracking metrics to increase workforce efficiency and speed.

TECHNICAL PROFICIENCIES:

- **Network Management:** Highly proficient in optimizing network performance through configuring and managing Cisco/Adtran Routers & Managed Switches.
- **Diagnostic Analysis:** Adept at identifying and resolving issues through software installation and syslog/logging analysis.
- **SD-WAN Administration:** Skilled in Velocloud (SD-WAN) administration, ensuring seamless connectivity.
- **Traffic Management:** Specialize in efficient management and optimization of IP Routing/Switching.
- **Protocol Analysis:** Highly proficient in SIP & RTP Protocols, focusing on Session Initiation Protocol / Routing and RTP Analysis.
- **Device Monitoring:** Proficient with SNMP-- Solarwinds/Nagios/Zabbix for effective network monitoring.
- **Analytics:** Skilled in optimizing workforce efficiency and productivity utilizing analytics tools. Ability to understand and compare volumes over time frames to forecast needed resources.
- **Linux & Apache Web Server Management:** Proficient in managing Linux-based environments with Apache web servers, including virtual hosting and SSL certificate implementation for enhanced security.
- **Web Hosting Management:** Experienced in operating a production web hosting company, managing multiple client accounts, and ensuring high availability and performance.
- **DNS Administration:** Skilled in managing Domain Name System (DNS)
- **Web Development & Database Management:** Proficient in coding with HTML and PHP, with a focus on creating dynamic web applications that interact with MySQL databases.
- **API Development:** Adept at developing and integrating custom APIs.
- **LAMP Stack Development:** Experienced as a LAMP Stack Developer [Linux, Apache, MySQL, and PHP]
- **Cloud Platform Management:** Proficiency in managing and deploying services on AWS focusing on networking, web hosting, and system management.
- **Scripting & Automation:** Skilled in using scripting languages like Bash, Python, or PowerShell for automating routine tasks, enhancing system efficiency, and deploying configurations.
- **Cybersecurity Practices:** Knowledge in cybersecurity fundamentals, focusing on network security, application security, and best practices for securing web services and infrastructure.
- **Database Administration:** Experience in managing databases such as MariaDB and MySQL.

- Version Control Systems: Proficient in using version control systems like Git for effective code management, collaboration, and maintaining robust development workflows.
- Continuous Integration/Continuous Deployment (CI/CD): Experienced in implementing CI/CD pipelines using tools like Jenkins, GitLab CI, or GitHub Actions for efficient software development and deployment.
- Network Security Protocols: Familiarity with implementing and managing network security.
- Load Balancing & High Availability: Implementing load balancing for high availability of web applications.
- Salesforce Administration: Proficient in managing and customizing Salesforce CRM environments.
- Network Diagram Creation: Experienced in designing and creating detailed network diagrams using LucidChart, showcasing a clear visualization of network architectures, connections, and configurations for effective communication and planning.
- Process & Technical Writing: Skilled in process documentation and technical writing, adept at creating clear, concise, and comprehensive manuals and documentation that articulate complex technical processes for diverse audiences.

INTERPERSONAL COMPETENCIES:

- Communication: Articulate and persuasive in both oral and written forms. Time Management: Efficient in prioritizing and managing tasks.
- Active Listening: Attuned to understanding diverse perspectives.
- Conflict Resolution: Proactive in maintaining a harmonious working environment by resolving conflicts.
- Adaptability: Thrive in fast-paced and dynamic environments.
- Detail Orientation: Committed to maintaining high accuracy and quality.

EDUCATION:



BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

DeVry University [Phoenix, Arizona]
BUSINESS MANAGEMENT

Grad October 2008

PROFESSIONAL CERTIFICATES:

AWS CERTIFIED CLOUD PRACTITIONER 2023



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Validation Number: YWMSJM829FBQQE54

Validate at: <https://aws.amazon.com/verification>

AWS TECHNICAL ACCREDITED PARTNER 2023



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