# Professional Summary



**Aravind Dutta**

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*Experienced Voice Network Architect with a proven track record in designing and implementing scalable collaboration solutions. Expertise in Webex contact center migrations, encryption implementation, and vendor negotiations to drive cost-effective results. Skilled in stakeholder engagement and project management to optimize performance in complex, fast-paced environments.*

# Key Skills

|  |  |
| --- | --- |
| * Network Engineering * Network design * Project management * Collaboration tools * Unified communication * Data analysis * Vendor negotiation * Cisco Expressway (MRA) Configuration * Cloud infrastructure * Encryption implementation * Technical documentation * Team leadership * Stakeholder engagement * Problem solving * Operations management * Process improvement * Negotiation and persuasion * Industry best practices * Mergers and acquisitions * Training and mentoring * Presentations * Results-driven * Documentation and reporting * Cisco Voice * UCCE Operations * CVP scripting | * Voice Applications * VOIP Protocols * Routing & Switching * CTS-MAN to TMS migration * VCS to Call Manager Migration * WebEx Control Hub * Webex Contact Center * WebEx administration * VoIP solutions * Network architecture * Collaboration strategy * Cross-functional collaboration * Cloud technologies * System integration * User experience design * Training & Development * Leadership * Documentation creation * Collaboration technology * VoIP deployment * Incident response * Voice over IP * Unified communications * Chat GPT * Open AI API integration * API integration |

**Experience**

**VICE PRESIDENT (UCC ENGINEERING) | NETWORK ARCHITECT** | 06/2021 - Current

## MUFG Financial Services - Tempe, AZ

* Designed and implemented scalable network infrastructures to align with organizational requirements.
* Engineered end-to-end Cisco Expressway solution to support RTP traffic during Zscaler deployment at the bank.
* Successfully managed and executed end-to-end migration projects, overseeing planning, execution, and post- migration support
* Handle all Collaboration projects and Day to Day maintenance and operations
* Work with business units and gather requirements and develop scope of work and duration of work
* Suggest different solutions for Business units and Design and configure and test the requirements
* Transitioned business units from Avaya and Cisco UCCX contact centers to Webex Contact centers.
* Took their current flows and prompts and designed them in Webex contact center and assigned it a test entry point for the Business Unit to test and used Cloverhound and google text to speech tools for prompt generation in multiple languages
* This was so cost effective
* Was able to create flows according to business use cases
* Proficient in Webex contact center scripting and administration
* Manage Nice recording servers and perform day to day activities
* Work on all Bank compliance documents related to Cisco Collaboration
* Implemented end to end encryption on Cisco Phone system on CUCM and CUBES
* Manage Webex control hub for meetings and Cloud Contact center
* Work on EOL maintenance and budget planning and executions
* Completed encryption project and moved all the applications to TLS 1.2 and higher
* Administrate Unigy IP Trader platform
* Proficient in maintaining Calabrio recording server and creating reports and work on analytics
* Good understanding on GEN AI tools and prompt generation tools
* Negotiate pricing with vendors for cost optimization
* Work on Cost effective solutions
* (Moved users from hard phones to softphones)
* Mitigate any compliance and regulatory vulnerabilities
* Keep system up to data and do patching

**IT SR. NETWORK ENGINEER II (COLLABORATION)** | 04/2019 - 06/2021

## Melaleuca: The Wellness Company - Idaho Falls, ID

* Design and deploy new sites with Collaboration environment
* Led the deployment of VoIP (Voice over IP) solutions to enhance communication capabilities while reducing operational costs.
* Collaborated with cross-functional teams to support network infrastructure for critical projects and initiatives.
* Evaluated new technology and network products for potential benefits to the organization.
* Created detailed documentation of the existing network architecture, processes, applications and services.
* Investigated advanced troubleshooting techniques in order to resolve complex outages or incidents quickly.
* Performed root cause analysis of problems, documented faults in tracking system and generated daily reports.
* Work with service providers on PRI and SIP circuit activations
* Work on VCS expressways and WebEx cloud environment
* Work on UCCE and UCCX environment upgrades and operations
* Work on Call manager upgrades and new deployments
* Work on WebEx video endpoint installation and configurations
* Work with call center and business on regular operations
* Administrate WebEx Control hub, Video end points and CDC servers for Directory connections
* Patch all windows boxes monthly and test all UCCE functionality
* Design Conference rooms with video and audio devices
* Coordinated with vendors and service providers to ensure timely delivery and setup of network equipment and services.
* Trained junior staff members on best practices for managing networking systems.

**ASSOCIATE – PROJECTS (GIS-TELEPRESENCE, TAAS)** | 08/2014 - 03/2019

## Cisco Systems, CA for Cognizant Technologies Solutions - San Jose, CA

* Design and develop test methodologies
* This includes testing the software on the device, checking software and multi-tenant capabilities and the routing on end points
* Perform features and functioning of voice, video and data services characteristics, testing of multi-vender hardware platforms
* Handle multiple custom service development and Unified Communication test and validation projects
* Perform voice and video problem resolution for existing customers
* Responsible of installation, maintenance of Cisco Unified Communication landscape that includes Cisco networking and Call Processing products like Call Manager, Cisco Unity, CUBE and voice infrastructure communication protocols SIP, H323, SCCP and MGCP
* Cisco video endpoints administration and support
* Upgrade of TMS, TMS-XE, VCS, VCS-Expressway, TPC, TPS servers on regular basis whenever FCS version is released by BU for testing
* Worked on CTS-MAN to TMS migration project
* Video Endpoint migration Project to move Devices from VCS to Call Manager
* DX80 & DX70 deployment across Cisco Systems, Inc
* And Migrating the Devices from android to CE version
* Upgraded bronze card for IX5000 Immersive video endpoints across Cisco Systems, Inc
* 13 cluster call manager
* Worked on multiple upgrades of video & audio (79XX,88XX89XX,99XX,DX,EX,MX,IX,CTS) endpoints across Cisco IT Production network
* Tested Cisco Spark Board 55' and Spark room kit in FCS stage and POC stage for deployment in Production

**CISCO VOICE ENGINEER** | 03/2014 - 08/2014

## Comerica Bank, MI for Tvisha Technologies INC. - Auburn Hills, MI

* Working in the ETS (Engineering and Technology Services) groups Voice engineering group in the Comerica Operation Center
* Responsible for Design, Upgrades and installations of Cisco Collaboration services of Comerica Bank
* Worked with Cisco on Remote Expert Project for Comerica Banking Centers
* Configured EX60 and EX90 Video endpoints on Call manager and trying to remove VCS servers from the organization
* Installed and deployed Cisco Jabber across the Corporation and made modifications to Jabber to fit into the environment
* Tested Jabber client with Group of pilot users before moving into production
* Testing Jabber Video with Video endpoints and making changes to the QOS with the help of the LAN engineers
* Responsible for UCCE/EVR Operations (Break/fix) on day to day basis
* Adding, deleting, Modifying Agents and Supervisors skill groups and call types according to the client requirement
* Modifying Admin and Routing scripts in ICM, moving them first into test environment and then into the production after contact center managers approval

**CISCO VOICE ENGINEER** | 06/2013 - 02/2014

## Victory Capital Management, OH for Tvisha Technologies INC. - Cleveland, OH

* Prepared Due Diligence report and Low level design for all the client locations
* Responsible for Preparing the Microsoft Project Plan (MPP) and updating the status to the project manager every week
* Installed, Configured and Test Complete BE 6000 9.1 bundle which had Cisco Call Manager, UNITY Connection, Cisco Emergency Responder, Cisco Paging server, Webex connect, Cisco VCS Tele-presence on a Cisco UCSC- C220-M3SBE
* Installed and configured Cisco voice routers 2921 for branch sites and 3925 for Data Center
* Configured Backup PRI lines on the Voice routers in case of SIP (AT&T Flex Reach) failure
* Configured FXO and FXS for Fax machines
* Prepared Low level design for the client on the Cisco IP-Trade ARD phone system for Trading functionality, and on some dependent servers TSS and TPO of IP-Trade which are configured on a HP DL 385 G8 server with the Windows 2008 R2 server edition
* Worked with IPC in getting the ARD (Automatic Ring Down) lines for Trader phones to call the far-end Traders
* Configured IP-Trade optimized 15” Touch screen SIP Phones for the traders
* Team lead engineer for Cisco UC deployments for small to mid-sized customers
* Responsible for deployments of over 500 phones and support of over 10,000 devices
* Install, configure and support a wide range of telephony applications such as Cisco Unified Enterprise Attendant Console 8.x Informacast paging and other collaboration related applications
* Deploy Cisco TelePresence Video Communication Server (VCS), VCS-E, MCU, URI dialing and integration with CUCM 9.x
* Providing advanced support for Cisco UC products, LAN/WAN issues, ASA security and WLAN assistance as well as providing support for detailed RTMT trace log debugging and complex dial-plan reviews
* Experience in working with Cisco Telepresence and PolyCom Video Conferencing Solutions
* Responsible for Integrating UC, Collaboration, and Business Video Solutions into complex and highly dispersed enterprise IT environments
* Worked with Networking team in configuring Avocent ACS 6008 Console Server
* Worked with Networking team in configuring Riverbed steelhead CX 555 WAN Optimization
* Worked with Cisco TAC and resolved some bugs in the 9.1 version of Call manager and Unity connection
* Tested Polycom video end points through internet and intranet inside the organization

**VOICE ENGINEER** | 12/2012 - 05/2013

## Tvisha Technologies Inc., NJ - Edison, NJ

* Responsible for administration, configuration, testing, analysis, maintenance and implementation of Voice based applications and technologies for Verizon enterprise customers
* Successfully migrating some of the customer sites from traditional PBX & Key systems to the Cisco Unified Communication Manager/Express and Cisco Unity Connection (VM/UM)/Unity Express voice messaging systems
* Design and implementation experience with Cisco Unified Communications Manager(CUCM) 8.x, Call Manager Express, Cisco Unity (7.x, 8.x) and Unity connection, Unity Express7.1, 6900 and 7900 IP phones ViewMail, Transcoding , MCS servers and Quality Of Service
* Installation of Cisco UCCx7.x/8.5 platform and integration with CUCM server
* Xmedius Fax server upgrade installation and monitoring
* Cameo Wallboard design for UCCX agent monitoring for Agent status, Voice queue, and inserting Images, Text, Charts etc
* Experience in configuring and troubleshooting MCUs, Videoconferencing gateways, Cisco HD Video Endpoints, Cisco Movi, and Cisco CTS TelePresence solutions
* Planning, designing and Deploying SIP trunks on 3900 CUBE Routers with upto400Concurent calls
* Configuration of Attendant consoles, groups, dial peers, Dial Plans, numbering plans, restrictions, MOH, CUCM Clustering, Quality of Service for Voice, Unity Express, Voice Gateways and Gatekeepers
* Configuring dial-plans, Hunt group on Cisco Call Managers, SRST & H323 / MGCP gateway configuration
* Adding required CUCM and Unity configuration steps for 52 Remote sites VoIP migration
* Configuring Cisco Auto Attendant, IP communicator, Agent/Supervisor desktop and other user desktop applications with Cisco UCM server
* Configuring T1- PRI, FXO, FXS and ATA 186 devices.VG224 Analog Gateway
* Deploying Media Convergence Server (MCS) server 78xx platforms, as well as UCS C2xx servers & configuring RAIDs
* Deploying VMware ESXi & vSphere
* Deploying and testing SRST and UCX in a Distributed Call Processing scenario and optimizing call flow between Private and PSTN networks
* Test and implement IPCC (UCCX) IVR scripts & CSQ as per customer requirements
* Plan, Assess, Design & assist deploying enterprise wide IP Telephony infrastructure for diverse internal customer base(group companies)
* Designed and Configured Distributed and Centralized Call Processing across WAN

# Education

## JNTUH - Hyderabad INDIA | Master of Science

Computer Science & Communications Engineering, 10/2011

## JNTUH - Hyderabad, India | Bachelors in Tech.

Electrical, Electronics And Communications Engineering, 07/2009

# Certifications

* CCNA
* CCDA
* CCNP (Voice)
* Webex Architecture & Design
* Cisco Cloud Collaboration Solution
* Cisco Video Infrastructure Design
* CCIE- Collaboration (written)
* ITIL, 5569884.2047576
* AWS Certified AI Practitioner - Validation Number- Aravind Dutta AWS Certified AI Practitioner

March 7, 2025

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* Amazon Connect Communications Specialist

# Technology Summary

Cisco UCCX/ IPCC, CVP, IP IVR, Unity, Unity Connection, CUCM, VoIP (SIP, H.323), ACD, SRST, AOD, IVR, Emails, Chat, Web Collaboration, Predictive Dialer, MeetingPlace, Telepresence, Mobility Manager, Personal Communicator, Cisco Emergency Responder, Cisco paging server, Cisco Unified Presence, Cisco VCS, Call Manager Express, WebEx CDC servers, WebEx control hub, Webex Contact center scripting, Calabrio recording server, VMware ESXi, vSphere, Unix- Based Systems (Solaris, Redhat Linux), Windows (all), LAN/WAN, IP mapping, DHCP, DNS, TCP/IP, SSL, WINS, VPN, Telnet, routers, switches, hubs, Windows NT, 95, 98, 2000, ME, XP, Vista, Win7, Win 10, Linux RedHat, Suse-Linux, UNIX administration, Novell Netware, Windows 2003, Win XP (Pro.), W2k 2018, Cisco Catalyst Switches(6500, 4500, 3750 PoE series), Cisco Routers(12000, 7600, 7200, 3800, 2900, 1900 series), Cisco Media Convergence Server(MCS), Cisco 79xxG IP Phones, UC500s, Cisco 7500/5500/2500 Wireless LAN Controllers, Cisco Aironet 3600/3500/1260/1140 Aps, Cisco ASA 5500

# Webex Meeting space

Meeting link: https://meet350.webex.com/meet/pr26316191610

**Languages**

|  |  |
| --- | --- |
| **English:**    Full Professional | **Telugu:**    Full Professional |