





John Alexis Katsavras

JAKatsavras@gmail.com • Edinburgh, UK • +44.7759.134.533

WORK EXPERIENCE

-
- Jun 12 - Present **Cisco Unified Communication Consultant @ Network Packets Ltd** Edinburgh, UK
Started Network Packet Ltd and became a freelance Cisco Unified Communication Consultant
- ▶ Developed CUCM +9 Phone Inventory Tool [Ref: [Phone Inventory](#)]
 - ▶ Developed Perl script to push background image to phones [Ref: [Push Background Image](#)]
 - ▶ Developed Java application to bulk update users extensions [Ref: [Update Extension Numbers](#)]
 - ▶ Company site: NetPacket.co.uk, Blog site: Blog.NetPacket.co.uk
- Role **Voice & Video Network Engineer Consultant** Livingstone, UK
Client: Jabil Circuit
Dates: Jun 12 – Present (Contract extended 9 times)
- ▶ Develop 24x7 UCCX script. 35 locations and 7 languages
 - ▶ Upgrade HA UCCX cluster
 - ▶ Upgrade CUCM, UC and CUPS clusters from 8 to 9
 - ▶ Provide 24/7 support for Cisco Unified Clusters within Data Centers in America, Europe and Asia
 - ▶ Escalation point for P1 and P2 faults with UC clusters in DC's
 - ▶ Migrated a number of EU sites from PBX to CUCM cluster
- Sep 11 - Jun 12 **Senior Cisco Unified Communication Consultant @ ECS Global** Edinburgh, UK
Worked with ECS partner Accenture to implement new sites and support a complex Cisco UC deployment for a large financial institution.
- ▶ Deployed Cisco UC Solutions for ECS in the UK and India as well as integrating with MS Lync 2010
 - ▶ Designed and deployed an internal Cisco TelePresence Video Communication system
 - ▶ Worked within small team to maintain the Cisco UC system and roll out new sites across Europe
 - ▶ Aided Data Analyst in parsing PBX and user data into a format for import into the new VOIP system
 - ▶ Ensured underlying infrastructure was Cisco UC ready (routing, QoS, vlan's)
- Sep 09 - Sep 11 **Cisco Network Engineer @ Capita IT Services – Cisco gold partner** Glasgow, UK
Responsible for developing and maintaining a number of customer accounts as well as building existing relationships with SME customers.
- ▶ Liaised with customers to define requirements and provide progress reports
 - ▶ Installed the TelePresence endpoints within Europe for Capita's internal use as well as for external customers
 - ▶ Lead engineer on a number of large and complex projects, from design to implementation gaining experience across different sectors (Oil, MoD, NHS, Finance, Education, Energy and Manufacturing)
 - ▶ Installed, configured and upgraded Cisco UCs solutions as well as underline infrastructure (Switches, Routers, Firewalls and Wireless) at a number of customers sites
- Jun 06 - Sep 09 **Cisco Network Engineer @ BT iNet – Cisco gold partner** Edinburgh, UK
Responsible for installing, configuring and testing IP telephony systems (Cisco Unified Communications Manager / Business Edition / Express and Cisco Unity / Connection / Express), UCCX including the underlying infrastructure (switches and routers).
- ▶ Promoted from Junior Network Engineer to Network Engineer within a year of commencing work
 - ▶ Installed, configured and tested Cisco Unified Solutions (Voice and Video)
 - ▶ Technical Lead on project with over 1000 users and assisted in projects with over 5000 users
- Jan 05 - Jan 06 **Network Administrator @ Edinburgh City Council** Edinburgh, UK
Responsible for the technical support of over 1100 users who were based in 27 different locations in and around Edinburgh. Support issues included hardware and software, as well as account maintenance.
- Sep 01 - Aug 03 **Software Engineer @ Concept Systems Ltd** Edinburgh, UK
Duties included implementing a licensing strategy, requirements capture from offshore engineers and low-level C programming. Ported the product from an Ingress to a PostgreSQL database.

PROFESSIONAL CERTIFICATIONS

Mar 09 - Present	Cisco Certified Voice Professional (CCVP)	
Jan 08 - Present	Cisco Certified Network Professional (CCNP)	
Apr 13	VMware Certified Professional on vSphere 5 (VCP510)	
Dec 09 - Present	Cisco Certified Network Associated Security (CCNA Security)	
Oct 08 - Present	Cisco Certified Network Associated Voice (CCNA Voice)	
Aug 07 - Present	Cisco Certified Network Associated (CCNA)	
Sep 11	Implementing Cisco Unified Communications Applications on a Virtual Infrastructure (B&C series servers)	
May 11	Data Centre Infrastructure I and II (DCNIS)	
Jan 10	Cisco TelePresence Solutions Specialist (CTSS)	

TECHNICAL EXPOSURE

<i>Cisco Unified Voice and Video</i>	<ul style="list-style-type: none"> ▶ Cisco Unified Communications Manager, Business and Express - CUCM (3.x, 4.x, 5.x, 6.x, 7.x, 8.x and 9.x) ▶ Unity, Unity Connection and Unity Express - UC (3.x, 4.x, 5.x, 7.x, 8.x and 9.x) ▶ Unified Contact Center eXpress – UCCX (5.x, 7.x, 8.x and 9.x) ▶ Cisco Unified Presence Server CUPS (7.x, 8.x and 9.x) ▶ Cisco TelePresence Management Suite (TMS) 13.x, Cisco TelePresence Video Communication Server (VCS-[e/c]) X7 and, Multipoint Control Unit (MCU) ▶ IPT protocols: H323, MGCP, SIP, SCCP, QSIG, Q931, ISDN and CCS ▶ Configuration of dial plans, route patterns, call admission control, TEHO, QoS, unified messaging, Redbox, Tiger billing and Wallboard
<i>Routing and Switching</i>	<ul style="list-style-type: none"> ▶ Design, install and support of campus L2/L3 networks (SPT, VTP, HSRP, VSS, OSPF, EIGRP, BGP)

PROGRAMMING SKILLS

<i>Languages</i>	▶ Java, AXL, SOAP, WSDL C, C#, SQL, Perl, TCL, JavaScript, Shell script in Unix, PHP, (X)HTML, CSS and XML
<i>Databases</i>	▶ PostgreSQL, SQLite, MySql and Oracle

EDUCATION

Feb 05 - Aug 08	Glasgow Caledonian University Pgd. Advance Networking (Distinction)	Glasgow, UK
	<ul style="list-style-type: none"> ▶ Modules: Advance Routing, Fundamentals of Network Security, Network Troubleshooting, Virtual Private Networking (VPN), Remote Access, Wireless LAN's and Multilayer Switching 	
Oct 03 - Dec 04	Heriot Watt University MSc. Distributed & Multimedia Information Systems	Edinburgh, UK
	<ul style="list-style-type: none"> ▶ Dissertation: Validated proposed formulae used in planning and executing streaming queries in a Grid information system ▶ Modules: Advance Database Systems, Software Development, Information System Methodologies, Multimedia Technologies, Multimedia Design, Distributed Systems Programming and Network Applications 	
Sep 97 - Jul 01	Glasgow Caledonian University BSc. (Hons) Computer Science	Glasgow, UK