Herbert Correa
Computer Systems Technician

PROFESSIONAL SUMMARY

With 14 years of technical support expertise in the Telecommunications sector, I am an accomplished Service Desk Analyst and Technical Support Technician. Proficient in resolving issues with computer systems, SIP/VoIP technology, networks, and security, I am now seeking opportunities to contribute my skills and knowledge in a dynamic work setting.

RELATED WORK EXPERIENCE

Tier 2 Unified Communications as a Service (UCaaS) Analyst
Feb. 2022 – November 2022
Masergy / Comcast Business
- Delivered the role of Tier 2 to assist Tier 1s.
- Authorized to remove or unlock desk phones from re-provisioning to the cloud service.
- Experienced user of Broadsoft (Cisco), Webex, MS Teams, Communicator, Cisco Customer Journey Platform CJP communication software, and JIRA Ticketing software.
- Configured Adtran and Audiocodes SBC devices.
- Proficient in Oracle ACME SBC basic status check and configuration.
- Performed diagnostics to OSI layers, UDP, RTP, RTCP, DNS, and DHCP protocols through Wireshark.
- Proficient in Polycom, Yealink, and Cisco equipment.
- Priority 1 cases when a Site is down is one of our main responsibilities.

Subject Matter Expert
Jan 2018 - Feb 2022
Sangoma / Netfortris
- Managed high-priority incidents and escalated calls from tier 1 support.
- Supported Centos Asterisk PBX management, both on-premises and cloud-based.
- Well versed in hardware troubleshooting for PRI/T1, FXO, and FXS analog cards.
- Developed proficiency in Fonality HUD, MyHUD, and Hudweb software functionality.
- Knowledgeable in Polycom, Yealink, Astra, Rhino channel banks, and ATA devices.

Contact

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Education

Diploma in Computer Systems Technician
January 2023 – April 2024
Fanshawe College
London, Ontario, Canada

Diploma in Computer Electronics & Technology
Jun 2003 - Mar 2005
Systems Technology Institute
Dipolog City, Philippines

Skills

Enterprise Telecommunications

Multi-Branch Network

Network Security

Backup and Disaster Recovery

OSI Layer

TCP / IP

ITIL

VOIP / CME / ISRs / Trunking / Analog / PBX / Asterisk / Broadcore

Datacenter Technologies

Active Directory

Linux OS Administration

Desktop Support Specialist

Microsoft Office expert

Customer Service

Technical Support

PowerShell

SQL

Python

BASH Scripting

Session Border Controllers

System Security

Palo Alto Firewall

Helpdesk Analyst
Mar 2015 - Dec 2017
Atos
- Helpdesk analyst for Mcdonald's RTS USA
- Acquired responsibility for managing Newly Implemented equipment.
- Supported equipment like Cashless 3.0, Biometric Reader, Esmartclock, and Kiosk POS, which are beyond the scope of Level 1 support.
- Acquired Bronze, Silver, Gold, and Platinum OTP tech.
- Garnered ABC Incentive for four months of perfect attendance and exceptional Quality Assurance evaluations.

Norton Live Services Support
Tier 3 Nokia Mobile Support
Sept 2009 - Mar 2015
HKT Teleservices
- Responsible for malware and virus removal without the use of reformat.
- Tier 3 Nokia Support is responsible for global carrier Tickets like Rogers, AT&T, etc.
- Nokia Tier 2 Techs covers the Windows 7 Nokia Booklet 3G and all Nokia mobile phones, specifically the Nokia N900 Maemo device.
- Iron Man Awardee 2010.

OTHER WORK EXPERIENCE

Crew
Feb. 2023 - Present
McDonald's Highbury, London, Ontario
- Awarded Rookie of the Month for March 2023