

John Bergoon

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SUMMARY

Experienced in Linux Administration, Specializing in Voice Switch Engineering (Broadworks, Asterisk, MetaSwitch and Broadsoft M6) and Network Engineering
Specialties: Broadsoft Broadworks, Asterisk, M6, Metaswitch, Network Planning/Troubleshooting

EXPERIENCE

CSpire

02 / 2014 - Present

Voip Network Engineer

- Responsible for implementation and maintenance of VoIP products on Broadsoft Broadworks, ACME Session Boarder Controllers, Metaswitch Perimeta Session Border Controllers and MetaSwitch Gateways.
- Maintain server and network infrastructure and implement new infrastructure in relation to Broadsoft Broadworks using RHEL and CentOS systems, Network Infrastructure using Juniper and Cisco equipment and virtualization on VMWare.
- Tasked with bringing the VoIP Infrastructure to the next level by redesigning and implementing all aspects including underlying host hardware, VM environment, network topology and SBC deployment.
- Deployed UMS/USX into existing Broadsoft Broadworks environment to launch a the first fully UC play into our market.
- Deployed Leonid Systems Loki for provisioning and tier 1 troubleshooting.
- Implement and maintain consistent configuration management and backup program.
- Implement and maintain pro active network and server monitoring for live on-demand outlook of current network health.
- Perform and validate hardware testing for internal core environment as well as CPE gear.
- Perform proof of concept and technical due diligence for new product opportunities in cooperation with product development team.
- Facilitate and document training for Tier 1-3 on voip and network troubleshooting.

Callis Communications, Inc.

11 / 2011 - 03 / 2014

IP Engineer I

Responsible for maintenance and implementation of IP network monitoring, growth augmentation and configuration backups. Facilitating and monitoring network security and redundancy. Performing proof of concept testing and validation of the network design in the lab/field as needed.

Evaluate and implement L2/L3 IF test plans, tunneling, QOS and acceptance criteria for all network designs. Responsible for implementation and maintenance of VoIP products on Broadsoft M6, Asterisk, ACME Session Boarder Controllers and MetaSwitch Gateways. Maintain existing server and network infrastructure and implement new infrastructure in relation to Broadsoft Broadworks/M6, RHEL systems, Sun Systems Network Infrastructure using Juniper and Cisco equipment and virtualization on VMWare.

Global Tel*Link

03 / 2011 - 11 / 2011

Senior NOC Administrator

Responsible for monitoring operations and overall performance of business critical systems.

JB Consulting 04 / 2009 - 11 / 2011
Consultant
Information Technology Consulting for small to medium size businesses.

Server Corps 06 / 2009 - 02 / 2011
Data Center Operations Manager
Was responsible for ensuring customer support and the efficient operation of the data center. Under minimal supervision managed Data Center help desk staff, planned and administered acquisition/installation of hardware equipment, software, and maintenance agreements. Was responsible for producing accurate reports regarding help desk performance, data center performance and operations and other reports as requested and on a periodic basis. Worked in conjunction with technical colleagues to rectify errors, assess data center operational needs and develop plans and procedures for solutions to make data center processes more efficient. Ensured proper backup and recovery procedures are in place for the data center.

Hargrove & Associates, Inc. 01 / 2007 - 12 / 2009
Mechanical Designer I
Generally responsible for performing all aspects for complete designs of mechanical/piping assignments using theoretical knowledge and practical design methods. Designs components or portions of systems, and modifies existing designs to develop or improve them. Uses computer-aided design equipment and/or graphic tools: Gathers information, makes studies, performs calculations, and prepares original rough layouts and sketches to present design proposal: Coordinates design criteria with engineering, tooling, material, and planning group in accordance with contractual specifications. Solely responsible for 3d Laser Scanning surveys using Leica laser scanning equipment, processing scanned data and producing usable as built models for 3d design.

Hargrove & Associates, Inc. 01 / 2007 - 01 / 2008
Network/Desktop Support Analyst
Provided day-to-day consultation, training, instruction, trouble-shooting, problem-solving to computer users for hardware, software, network and related computer systems and peripheral devices. Also ensured the effective operation of all systems; installs and configures systems; recommends hardware and software acquisitions and upgrades

EDUCATION **Texas A&M University-Corpus Christi** 2005 - 2007
BIS , Computer Science

University of South Alabama 2002 - 2004
Sigma Chi

INTERESTS Outdoors, Family, Beach, Hiking, Technology, Python

CERTIFICATIONS **Metaswitch Translations** 09 / 2014
Metaswitch Networks
IPv6 Sage 01 / 2009

Hurricane Electric

BroadWorks Network Translation & Routing

BroadSoft

01 / 2015

SKILLS

- VoIP
- Metaswitch
- Network Security
- Virtualization
- Unified Communications
- Cisco Technologies
- Linux
- Broadworks
- Telecommunications
- Data Center
- Cloud Computing
- Network Design
- Linux System Administration
- Network Architecture