

MATTHEW OUELLETTE

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PROFILE

An information technology professional dedicated to continuing education and training aimed to provide the most current and up to date technology infrastructure.

EXPERIENCE

8/24/2014 to 10/3/2016 Bronson Health Group Kalamazoo, MI
NETWORK ENGINEER II

- Integrated third party application into CUCM environment
- Developed multi-tier call center applications in UCCX
- Implemented security Tap/Aggregation appliances for network resiliency
- Established Expressway business to business video consult calling with partner organizations
- Improved network uptime with redundancy and resiliency designs in voice and data
- Consolidated networks through business acquisitions
- Built and deployed greenfield offsite data center

12/13/2010 to 8/24/2014 HealthCare Midwest Kalamazoo, MI
NETWORK ANALYST

- Developed custom deployment scripts for EMR upgrade
- Organized call routing and call flows for optimized customer service
- Automated daily tasks to provide time efficiency
- Planned and installed new office network infrastructure
- Integrated Learning Management System into Active Directory environment
- Maintained proxy server access lists and identities
- Resolved disaster recovery scenarios with minimal downtime

2008 to 12/13/2010 Staples Alpena/Battle Creek, MI
RESIDENT TECHNICIAN

- Performed hardware and software diagnostics and troubleshooting
- Removed a variety of spyware, viruses, and malware
- Installed and configured local, wireless, and wired network printers
- Completed hardware upgrades and installations
- Performed software, firmware, and BIOS upgrades
- Modified and repaired Windows registry
- Educated customers on technology advances, Internet security, and Internet safety

EDUCATION

2005 to 2008 Alpena Community College Alpena, MI
Associate in Applied Science: Network Administration

2007 to 2008 Lansing Community College Lansing, MI
General Education Coursework

CERTIFICATION

Cisco Certification Program

Cisco Certified Network Professional (CCNP)	2013
Cisco Certified Network Associate Security (CCNA Security)	2014
Cisco Certified Design Professional (CCDP)	2015
Cisco Certified Network Associate Collaboration (CCNA Collaboration)	2016

SKILLS

- Switch configuration including VLANs and Trunking
- Router configuration with static and dynamic routing
- Wireless and Wired Voice over I.P. phones
- UCCX Call Center Scripting
- Knowledge of Cisco ASA Firewall
- VMware Vsphere 4 and 5 experience
- Cisco IOS, Cisco Unity, Cisco Unified Communications Manager, Cisco UCCX, Cisco Presence