

JOSEPH VARIAS

SENIOR TELECOMMUNICATION ANALYST

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PROFESSIONAL SUMMARY

Results-driven Telecommunications Engineer with 13+ years of experience specializing in Cisco Unified Communications (CUCM, Unity, Expressway, Voice Gateways, CUBE, Webex Calling, MS Teams, UCCE/PCCE Contact Centers). Proven expertise in VoIP, SIP Trunking, cloud-based telephony, and L2/L3 operations support. Adept at network diagnostics, troubleshooting, scripting, and DevOps automation. Seeking global opportunities with visa sponsorship.

EXPERIENCE

Quess Corp, Philippines - Accenture Philippines

Enterprise IP Telephony Engineer (Contract)

10/2024 – Present

- Provides L2/L3 support on Cisco Collaboration devices in one of Accenture clients
- Operations support: CUCM (Dedicated Instance), Unity, Expressways, Voice - Analog Gateways, CUBE, CME, Webex Calling and UCCX
- Support for any unified communications peripherals like Webex, Jabber, Mobile Remote Access, cisco phones and endpoints, 3rd party sip devices, fax, paging, alarm etc.
- CLI diagnostics / Packet capture on all sip devices supported (wireshark / splunk)
- Installing firmware, server Certificates and all routine Server or Device maintenance.
- SIP / SCCP / H323 / MGCP troubleshooting or any UC Application issues, phone registration issues, and call quality problems, including old technologies like FXO / FXS / PRI / T1 / E1 circuits
- Carrier and Vendor Engagement / Escalation.

Intrado Technology Services, Philippines

Senior Telecommunication Analyst (Full-time)

08/2020 – 08/2023

- Provides L2 support on Cisco Collaboration devices on UCaaS environment / MSP.
- Supporting SIP Trunking devices: CUCM / Unity / Presence / Expressways / Voice-Analog gateways / CUBE with limited support on SBC (Ribbon) / Webex Calling / MS Teams.
- Unified Communications peripherals like Jabber / MobileRemoteAccess / MSTeams / some cisco Endpoints – CLI diagnostics / Packet capture on all sip devices supported (wireshark / homer / splunk)
- Installing firmware, server Certificates and all routine Server/ Device maintenance.
- SIP / SCCP / H323 troubleshooting or any UC Application issues, phone registration issues, and call quality problems.
- Carrier/Vendor Engagement / Escalation.

Alorica, Philippines

Telecommunication Analyst (Full-time)

08/2018 – 07/2020

- Support for Avaya (before the migration) and Cisco ICM and IVR applications (PCCE 11.5, CTI / finesse) including SIP Trunks (AT&T RouteIT)
- Support Cisco Collaboration devices (CUCM, CUC, Expressway C/E, Cisco Phones, MRA / CIPC)
- Conducts Daily health checks, deployment & maintenance on IT Applications, Servers & Devices.
- Performs as problem resolver for any IT Voice related issues, trouble tickets, and service request.
- Daily Support for Predictive Outbound Dialer for Outage and other notification to customers.
- Call Recording Support (Verint 15.2)

- Log Analysis (SQL/RCD/TCD/Call Trace) diagnostics on ICM Call Routing and Scripting
- Carrier and Vendor Engagement / Escalation.

IBM, Philippines

Application Support - Contact Center (Contract)

04/2016 – 08/2018

- Production support for UCCE in a Manage Service Provider setup and other third-party software integrated in a Contact Center environment.
- Provide technical and application support for CTI Desktop (Softphone, CTI & Agent to Agent Transfer)
- Conducts health checks, deployment & maintenance on Cisco applications & devices (ICM, Peripheral Gateways, Call Routers and Loggers, Voice Gateways)
- Route ICM calls to appropriately skilled agents across multiple Contact Centre.
- Perform scheduled maintenance for different support applications such as SIP Enterprise Testing Approach, PG failover testing, and other ICM / UCCE activities needed.
- Monitor and respond to network alerts (i.e., PG Alarms, VPU Alarms, High Abandon Calls), and conduct corresponding investigation and root cause analysis.

Ttech / Teletech, Philippines

Service Desk Analyst / MACD Engineer (Full-time)

09/2013 – 03/2016

- Manage Service Provider support for Cisco IP Telephony like CUCM, Unity and ICM in a Contact Center Environment (UCCE / IPCC - CTIOS / CAD)
- MACD (Move Add Change Delete) Support for IP Telephony and UCCE Implementations / changes.
- Configures and troubleshoots Voice Gateways / Switches. Performs complex problem isolation within Telecommunications infrastructures like FXO / FXS / PRI / T1 / DS3 Circuits & Signaling Protocol.
- Call Recording support (Calabrio / Verint).

Accenture, Philippines

Senior Analyst & VoIP Implementation Engineer (Full-time)

06/2011 – 09/2013

- Deployment of circuits on customer along with implementation of VoIP to Session Border Controllers(acme).
- Responsible for all VoIP Technical concern on services installations, upgrades, migration, and change of orders
- Responsible for completion of logical configuration for customer's network per network design.
- Configuration of VoIP CPE device based on the customer design requirements (ISR / ASR / CME devices)
- Troubleshoot all VoIP related technical issues, diagnosis of VoIP calls, reading SIP traces via Geoprobe and Wireshark
- Trains new Engineers and act as Subject Matter Expert.

EDUCATION

CAP College Foundation Inc.

2008 – 2011

Bachelor of Arts in Information Technology

Jacobo Z. Gonzales Memorial School of Arts and Trades, TESDA Philippines

2002 – 2005

Cisco Networking Academy Program (1-4) & IT Fundamentals

CERTIFICATIONS

- CCNP Collaboration – CSC011387492 (Valid 2022–2027)
- CCNA (Cisco Certified Network Associate)
- Microsoft Azure Fundamentals
- ITIL v3 Foundation

SKILLS

- **Unified Communications:** Cisco CUCM, Unity, Expressway, Voice Gateways, CUBE, Webex Calling, MS Teams
- **VoIP & SIP Trunking:** SIP, SCCP, H.323, MGCP, FXO, FXS, PRI, T1/E1 circuits
- **Contact Centers:** Cisco UCCE, PCCE, ICM, CTI/Finesse, AT&T RouteIT, Call Routing, Call Scripting
- **Network & Packet Analysis:** Wireshark, Splunk, Homer
- **Cloud & DevOps:** Ansible, Git, Docker, PowerShell, Bash, Python, AWS, Azure
- **Security & Monitoring:** Server certificate installations, health checks, log analysis

LANGUAGES

- English: (C1)
- German: (A1)