




MICHAEL BAILEY

VoIP Network Administrator

+1 478 584 6846 

michael.bailey@email.com 

United States, Baraga, MI 

PROFESSIONAL SUMMARY

Motivated IT professional with experience in network support, seeking to transition into a VoIP Network Administrator role. Eager to leverage my background in network management, troubleshooting, and customer support to design, implement, and optimize VoIP systems.

EDUCATION

2017 - 2021

Bachelor of Science in Information Technology

Northern Michigan University / United States, Marquette, MI

- **GPA:** 3.8
- **Honors:** Summa Cum Laude, Dean's List
- **Relevant Courses:** Network Security, Advanced Networking, VoIP Technologies, Network Design and Administration

2015 - 2017

Associate of Applied Science in Network Administration

Bay College / United States, Escanaba, MI

SKILLS

- VoIP Security Protocols Expert
- SIP Trunking & Configuration Expert
- QoS Management Expert
- Network Monitoring Tools (e.g., Wireshark, SolarWinds) Expert
- Technical Documentation Expert
- Customer Support & Training Expert

EXPERIENCE

2022 - Now

Network Administrator

Spirit Tools / United States, Marquette, MI

- Design and implement VoIP systems for corporate clients, ensuring optimal performance and reliability.
- Configure and manage hardware and software, including Cisco CallManager and Avaya.
- Troubleshoot and resolve complex issues, minimizing downtime and ensuring seamless communication for over 500 users.
- Provide training and technical support to end-users, enhancing their understanding and effective use of VoIP systems.

2020 - 2022

Network Support Specialist

UP Logon / United States, Escanaba, MI

- Managed and tested network backup procedures to ensure data integrity and availability.
- Liaised with vendors and service providers to troubleshoot and resolve issues related to network equipment and services.
- Installed, configured, and maintained network devices such as routers, switches, and firewalls.

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)

Cisco, July 2023

Cisco Certified Network Professional (CCNP) Collaboration

Cisco, January 2022

CompTIA Network+

CompTIA, March 2021

Avaya Certified Implementation Specialist (ACIS)

Avaya, October 2020

