# Jovanna Generous

Cisco Voice Engineer

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## Profile

## Details

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Cisco Voice Engineer with 2 years of experience in designing, implementing, and maintaining voice and unified communications solutions. Proficient in Cisco Unified Communications Manager, Unity Connection, and collaboration tools. Demonstrated ability to troubleshoot complex network issues, optimize voice performance, and enhance system availability. Strong understanding of VoIP protocols, QoS, and network security. Adept at collaborating with cross-functional teams to meet business objectives and ensure client satisfaction.

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## Employment History

### Cisco Voice Engineer at TEKsystems, MD

Feb 2023 - Present

- Successfully designed and implemented a Cisco Unified Communications infrastructure for a large enterprise client, resulting in a 35% reduction in communication costs and a 50% improvement in call quality.
- Led a team of engineers in the successful migration of over 10,000 users to a new Cisco Voice platform, ensuring zero downtime and achieving a 99.9% success rate in data transfer and user satisfaction.
- Identified and resolved critical network bottlenecks in a client's voice infrastructure, increasing system reliability by 45% and reducing dropped calls by 60%.

### Associate Cisco Voice Engineer at Vision Technologies, MD

Aug 2021 - Jan 2023

- Successfully designed and implemented a Cisco Unified Communications infrastructure for a major client, resulting in a 30% reduction in telecommunications costs and a 25% increase in team productivity.
- Optimized the performance of a large-scale VoIP network, achieving a 99.5% uptime rate and reducing dropped call rates by 40%.
- Led a cross-functional team to upgrade and migrate over 500 users from a legacy voice system to a Cisco Unified Communications platform, successfully completing the project two weeks ahead of schedule and under budget.
- Developed and delivered comprehensive training materials on Cisco Voice technologies, improving the skill sets of 50+ engineers and increasing team efficiency by 20%.

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## Education

### Bachelor of Engineering in Telecommunications and Networking at University of Maryland, College Park, MD

Sep 2017 - May 2021