Debria Sasser

Voice Engineer

Profile

Details

debria.sasser@gmail.com

(883) 664-1008

123 Main Street, Portland, ME 04101

Voice Engineer with 2 years of experience in designing, implementing, and maintaining voice communication systems. Proficient in VoIP technologies, SIP trunking, and network troubleshooting. Demonstrated ability to collaborate effectively with cross-functional teams and adapt to new technologies. Committed to optimizing voice infrastructure performance and ensuring seamless communication.

Employment History

Voice Engineer at Mainely Technology Solutions, ME

Feb 2023 - Present

- Successfully implemented a new Voice over IP (VoIP) system for a major client, resulting in a 30% reduction in telecommunication costs and a 20% increase in call quality and reliability.
- Developed and executed a comprehensive training program for over 100 employees on the usage and troubleshooting of the new VoIP system, leading to a 15% decrease in helpdesk support tickets related to voice communication issues.
- Optimized the company's voice infrastructure by conducting thorough network assessments and implementing necessary upgrades, leading to a 25% improvement in call connection times and a 10% reduction in dropped calls.

Associate Voice Engineer at Tilson Technology Management, ME

Aug 2021 - Dec 2022

- Successfully implemented a new VoIP system for a major client, resulting in a 30% reduction in telecommunication costs and a 25% increase in call quality and reliability.
- Streamlined the troubleshooting process for voice-related issues, reducing average resolution time by 40% and increasing customer satisfaction by 20%.
- Led a team of junior engineers to complete a large-scale voice infrastructure upgrade for a client with over 1,000 employees, completing the project 2 weeks ahead of schedule and 15% under budget.
- Developed a comprehensive training program for new hires, increasing onboarding efficiency by 35% and improving overall team performance by 20%.

Education

Bachelor of Engineering in Electronics and Telecommunications at University of Maine, Orono, ME

Aug 2016 - May 2021

Relevant Coursework: Analog and Digital Electronics, Signals and Systems, Telecommunication Networks, Microwave Engineering, Optical