

# Jamie Hill

8 East Brook Road  
Walton, NY 13856  
Voice: 256.405.9003  
Email: jobs@jamiehill.com

## Objective

To obtain a challenging position that will benefit from my knowledge gained through formal education and work experience.

## Skills Overview

- Programming
- Relational Databases
- Server infrastructure
- Network infrastructure
- Network security
- Routing and Switching (predominantly Cisco equipment)
- Voice switching
- Extensive knowledge of networking protocols

## Professional Experience

### **12/2010-09/2011 Windstream Communications, Telecommute - VoIP Planning Engineer**

- Responsible for research and development of new voice products
- Produced product documentation
- Managed vendor relations
- Provided an escalation point for engineering for issues they couldn't resolve
- Focal point with the organization for rollout of new products
- Provided support for legacy Norlight voice and data systems
- Assisted with systems integration of Norlight into Windstream Communications

### **04/2008-12/2010 Norlight (formerly Cinergy Communications), Telecommute - Office of Technology - Senior Member, Technical Staff**

- Primarily worked on special projects that were outside the capabilities of Engineering and Operations. Tasks included software development; voice/VoIP design, implementation, and troubleshooting; network design, implementation, and troubleshooting; and new product development.
- Developed a fax over IP solution for our VoIP customers
- Wrote software to mass migrate customers from C3/8000 Class 4/5 switch to Metaswitch
- Wrote software to automate provisioning of customers in Metaswitch. Reversed engineered Metasolv M6 data model to obtain customer PSR information need for provisioning process.
- Built a web services based middleware platform to facilitate communication and provisioning between various back office systems and network elements.

### **06/2004-04/2008 Cinergy Communications, Telecommute - Senior Product Development Engineer**

- Responsible for research and development of new products
- Investigated and reported on alternative last mile solutions for delivering POTS service
- Designed and deployed facilities based POTS and DSL service and developed an end to end DSL provisioning system
- Architected a service provider VoIP solution for our MPLS VPN customers
- Implemented an inbound fax to email service

- Developed Solaris and Linux authentication module for gaining root access to servers via individual passwords
- Evaluated and deployed a platform for providing integrated voice and data services over packetized T1s

## **01/2000-06/2004 Cinergy Communications, Evansville, IN / Telecommute - Director of Internet Engineering**

- Managed ISP operations including personnel
- Architected network and server infrastructure, and oversaw design implementation via the network and server teams
- Network
  - Designed and implemented redundant network configuration, and a QoS strategy for Voice over IP service
  - Deployed MPLS VPN (2547bis)
  - Developed private peering relationships with other ISPs
  - Developed a provisioning system for DSL customers
- Server
  - Designed and implemented a virtual environment for hosting customer portals, including email, date book, file storage, etc.
  - Oversaw and participated in the migration from Sparc (Solaris) to Intel (Linux) hardware.

## **01/1999-01/2000 Cinergy Communications, Evansville, IN - Manager of Internet Engineering**

- Evolved as a mentor and team leader within my department
- Consulted on network design and implementation for customers including Atlas World Group
- Responsible for the day to day operation of the network and server infrastructure
- Instrumental in network design and capacity engineering.

## **06/1997-01/1999 Cinergy Communications, Evansville, IN - Assistant Director of Engineering**

- Responsible for the day to day operation of the network and server infrastructure
- Responsible for capacity engineering
- Implemented network designs

## **10/1996-06/1997 Cinergy Communications, Evansville, IN - Systems Engineer**

- Maintained network and Unix server infrastructure
- Wrote a web based email client

## **1993-1996 MIS Business Solutions, Evansville, IN - Systems Engineer**

- Installation and maintenance of Novell networks internally and for customers
- Provided technical support for IS departments down to end users
- Diagnosed and repaired computer software and hardware problems
- Quoted network and cable installations
- Custom software development

## **Education**

- Bachelor of Science in Computer Engineering , University of Evansville, Evansville, IN