

# Aiden Guzman

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## SUMMARY

Dedicated Global Network Unified Communication Engineer adept at managing collaboration tools and audio/video solutions, especially with Cisco technologies. Over five years of practical experience troubleshooting complex network issues while ensuring system stability in high-pressure environments. Successfully delivered quality customer support through comprehensive analysis and effective communication. Focused on mentoring peers to foster a collaborative learning environment. Committed to driving technical initiatives that optimize performance and enhance user experiences across global platforms like Webex and Microsoft Teams. Eager to contribute to the continued success of innovative technology solutions.

## EXPERIENCE

### Global Network Unified Communication Engineer

May 2021 – Present

Tech Solutions Inc.

*Irvine, CA*

Oversees collaboration tools' technical configurations while improving performance standards globally. Key focus on system stability, service delivery, and mentoring junior team members for professional growth.

- Managed diverse collaboration tools including Webex, Zoom, and Microsoft Teams, resulting in improved availability and system performance.
- Contributed expertise in designing and implementing Crestron and Biamp audio/video solutions in line with project specifications.
- Executed analytical troubleshooting methods for complex network problems, resulting in optimized system functionality and reduced downtime.
- Provided timely customer service aligned with SLAs, building lasting client relationships through effective communication.
- Proactively monitored and managed network performance protocols, enhancing stability and overall satisfaction rates.
- Led training sessions for new engineers, empowering them with best practices for technical resolution and project management.

### Unified Communication Specialist

January 2018 – April 2021

ConnectTech Solutions

*Basking Ridge, NJ*

Delivered specialized support for Cisco voice/video communication and conducted detailed performance evaluations to ensure effective usage.

- Enhanced user experiences across platforms like Cisco Unified Communication Manager, ensuring seamless functionality.
- Performed thorough network performance analyses, identifying rectifications needed to boost service delivery metrics.
- Created detailed documentation of troubleshooting processes, effectively promoting knowledge sharing within the technical teams.
- Facilitated project phases from planning to execution, coordinating efforts between tech managers for timely deliverables.
- Strengthened customer relationships by attentively addressing feedback and resolving concerns to elevate satisfaction ratings.
- Played an essential role in training clients on new integrated systems, ensuring smooth transitions and operation functionalities.

### Customer Support Engineer

June 2016 – December 2017

Tech Innovators Corp.

*Irving, TX*

Provided technical assistance, primarily focused on unified communication technologies, leading to swift issue resolution and a positive experience for users.

- Addressed customer support tickets, utilizing problem-solving techniques to maintain satisfaction levels regarding technology solutions.
- Supported installation processes for Cisco IP phone systems and video setups, completing projects with expertise.
- Documented all troubleshooting procedures rigorously, helping build an accommodating knowledge repository for future reference.
- Collaborated cross-functionally to highlight potential improvements to existing services, consistently contributing to enhancement measures.
- Tracked service performance indicators meticulously, facilitating informed decisions for procedural adjustments in supporting operations.
- Built rapport with clients through continuous follow-up communications to ascertain satisfaction with provided solutions.

## LEADERSHIP & AWARDS

- Recognized as Employee of the Month for outstanding customer support.
- Received a Technical Excellence Award for significant improvement in team efficiency.

## EDUCATION

### Bachelor's Degree in Computer Science

2026

University of California, Irvine GPA: 3.8

*Irvine, CA*

**Coursework:** Data Structures, Algorithms, Network Security, Database Management

CERTIFICATIONS

- Cisco Certified Network Professional (CCNP) 📅 2022
- Cisco Certified Network Associate (CCNA) 📅 2021
- Crestron CTI Certification 📅 2023

TECHNICAL SKILLS

- **Network Tools:** Cisco Unity, Call Manager, Webex
- **Video Conferencing Platforms:** Zoom, Google Meet, MS Teams
- **Audio/Video Equipment:** Crestron, Biamp, Amplifiers
- **Troubleshooting Techniques:** Packet Capture, End User Support, Diagnostics
- **Performance Analysis Tools:** Wireshark, PRTG, SolarWinds
- **Documentation Standards:** ITIL, ISO 20000, Best Practices
- **Cloud Technologies:** AWS, Azure, Google Cloud
- **Protocols:** SIP, H.323, MGCP
- **Project Management Software:** JIRA, Trello, Asana
- **Voice Technologies:** Multicast, NAT Traversal, Gatekeepers

SKILLS

- |                                      |                                |                             |                        |
|--------------------------------------|--------------------------------|-----------------------------|------------------------|
| • Cisco Voice and Video Technologies | • Network Performance Analysis | • Collaboration Tools       | • Project Management   |
| • VoIP Protocols                     | • Customer Support             | • Technical Troubleshooting | • Communication Skills |

PROFESSIONAL AFFILIATIONS

- Member of the International Communication Association, engaging with professionals to discuss advancements in communication technology.
- Active participant in local technology meetups, fostering networking opportunities with industry experts.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST