

JEFF L. MORRISON

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TELECOMMUNICATIONS – PBX ADMINISTRATOR

OFFERING OVER 20 YEARS OF EXPERIENCE INSTALLING AND REPAIRING RESIDENTIAL & BUSINESS TELEPHONE SYSTEMS

PROFESSIONAL STATEMENT

Masterful in installing, configuring, maintaining, supporting, and optimizing telephone systems and services, voicemail and PBX communication systems, for commercial and residential usages to ensure optimization of system performance.
Strong analyzer and resolver of telecommunications circuit issues in a timely manner with superior support to clients/end users.

TECHNICAL PROFILE

Installation & Configuration – Large Scale Project Management – Voice and Data – Cabling & Wiring – Computer Operations
Database Management – Project Planning & Scheduling – Compliance & Quality Control

REPAIR & INSTALLATION SYSTEM SUMMARY

- | | |
|---|---|
| - Valcom V-2003A Paging System | - Digital Techniques EDAC |
| - Nortel Meridian 61C PBX Telephone System | - VMX Voicemail System |
| - Meridian Mail Voicemail System | - CallPilot voicemail |
| - 10BaseT and 100BaseT connectivity for LAN Network | - PictureTel Live200p Video Conferencing System |
| - Support VTel TC200 Video Conferencing System | - MOSCOM Emerald Call Accounting System |
| - O.T.M. Optivity Telephony Manager | - Dictaphone Prolog Voice Recording System |
| - Dynamic Instruments Voice Recording System | - Norstar Key Equipment |

PROFESSIONAL WORK HISTORY

TELECOM UNITED - Orlando, FL

Network System Administrator III, 1996 - Present

Contracted to administer, troubleshoot, repair, and maintain standard to complex business PBX telephone systems to include local, long distance, voice mail system, video conferencing systems, call accounting systems, frame relays, paging system, special circuits, customer user databases systems and services for various companies and agencies. Handle connectivity for LAN Network, support test hub, troubleshooting, testing, installation, analog/digital transition equipment, and radio network cabling. U.S. Customs Full Field Background Investigation completed.

- Complete repairs, adds, moves, and changes of telephone equipment as required by Management to support the NLECC and HI-TECH facilities.
- Interface with long distance and local service providers to resolve issues concerning new and existing telephone services.
- Complete repairs, adds, moves, and changes as required by Management and customer/client orders.
- Advise on circuit outage, trouble shooting and coordinate necessary actions to effect service continuation.
- Install and maintain Data and Voice backbone and cabling used to support the voice privacy radio network.
- Assist with inquiries and troubleshooting of Microsoft Windows 95 and NT.
- Maintain Outlook/Meridian desktop application as well as prepare and maintain database of telephony users.
- Handle cabling, modem, and related computer installations that specifically support Law Enforcement databases such as BLIS, FCIC, LEAPS, MOTION, TLETS.
- Prepare training material for users on various telephone related telephone, voice mail, and recording systems and services.
- Report to N.L.E.C.C. anticipated resource requirements required to support telephone and data services to include cabling, patch panels, hubs, and automated reporting systems.
- Advise N.L.E.C.C. relative to new technologies to improve the quality and type of service provided by N.L.E.C.C.
- Prepare and maintain database of NPAs (Numbering Plan Area) codes for Be Alert, After Hours, Voice Mail, Sector for the purpose of DNIS (Dial Number Identification Service) routing with Sprint long distance 800 Service.
- Monitor Digital Techniques EDAC (Expandable Digital to Analog Converter) units for NLECC Sector Floor Operations.
- Provide weekly usage reports for Be Alert to keep supervisor updated.

UNITED TELEPHONE SYSTEMS, INC. - Orlando, FL

PBX Telephone Administrator, 1993 to 1996

Directed the installation and repair of business and residential telephone systems and equipment in the Orlando area with specific assigned locations at the U.S. Naval Training Center, U.S. Naval Hospital, U.S. Army Base, Defense Finance & Accounting Services, & U.S. Customs.

- Installed, maintained and repaired Norstar Key Equipment, data and voice network cabling, analog and digital ISDN, T1's special circuits, and Centrex telephone equipment.
- Programmed standard to complex system features such as Class of Service, Least Cost Routing, Call Party Name Display, Intercom and Voice Mail.
- Managed installations, relocations, additions, and changes pertinent to telephone equipment and special circuits.

TELECOM INSTALLATIONS - Lexington, SC

PBX Telephone Technician II, 1987 - 1993

Handled the installation, maintenance, and repair of residential and business telephone and data equipment including access lines and special circuits.

- Performed diagnostic testing, determined cause and status of system failure and restored equipment to service within Telephone Key equipment inclusive of Norstar (6X16, 4X8, and 8X24) and Toshiba (DK24, DK56, DK96, Strata 6E and Strata 12E).
- Monitored and maintained equipment to insure non-interruption of service

E D U C A T I O N

Florida Southern College - Tampa, FL (current with anticipated graduation date of June 2007)

Bachelor of Science Degree - Network Administration: Hardware with Wireless Technology

C E R T I F I C A T I O N S & T R A I N I N G

Certifications

CompTIA Certification A+	2001
Nortel Certification - Meridian 1 Rlse 24 ACD A-C2 Admin	2000
Nortel Certification - Release 24 Database for Technicians	1999
Nortel Certification SL-1 Installation and Repair	1990

Training

Installation & Configuration of MS Windows Professional	2006
Introduction to Computer Operations - Office 2003	2006
Cisco Router Technology	2005
Cisco Networking Fundamentals	2004
Network +	2002
Meridian I Option 21E-81C Release 23	1999
Meridian Mail	1998
Dictaphone Prolog	1996
Northern Telecom SL-1	1990

M E M B E R S H I P S

- CompTIA Computing Technology Industry Association
- Institute of Electrical and Electronics Engineers (IEEE)
- International Nortel Networks Meridian User's Group

R E F E R E N C E S

Available Upon Request