



ENGINEERS' CONSULTING GROUP

ECG Professional Resume
Mark R. Lindsey

PROJECT EXPERIENCE

Training: Developed and presented two-week course in TCP/IP Networking, QoS for Interactive real-time applications, High-Availability designs, Troubleshooting technique, and VoIP protocols. Courses are offered through major VoIP telecom equipment vendor. Develop and provide presentations to technical and non-technical audiences on system capabilities and features.

Network Analysis: Analyze VoIP networks for security, reliability, low-level network issues, QoS design, provisioning process, CPE device management, server OS problems. Focus on BroadWorks and MetaSwitch systems at VoIP carriers. Provide targeted recommendations for each network.

VoIP System Engineering & Design: Design new VoIP networks for carriers, considering product needs, network capacity for switching (kpps) and transmission (Mbps), codec selection, security, manageability, fault tolerance, and network equipment and software selection. Analyze suitability of specific hardware and software for network designs. Revise designs as needed to satisfy client requirements. Design advanced monitoring systems.

Project Management: Draft project plans and timelines for new product and network deployment. Provide technical leadership for implementation, including ongoing interface with program managers. Resulting project plans have been used to deploy networks at a hosted application provider and VoIP service providers.

Engineering System Support: Assist VoIP carriers and ISPs in day-to-day operation of IP network routers and switches, VoIP feature servers, Unix and Windows servers, DNS, VoIP trunking, SBCs, and PSTN telephone switches. Perform in-depth troubleshooting, emergency rapid response, and overall outage/emergency management involving multiple vendors and carriers.

Software Engineering: Develop and maintain telecom billing and mediation software, call-control client software, along with numerous automation tools. Other projects include supply-chain management software, background-check system for financial institutions, and software for mobile devices.

EDUCATION

MS Computer Science, 2003 University of North Carolina, Chapel Hill

BS cum laude, Computer Science, 1999 Valdosta State University, Valdosta, Georgia

Vendor Clients

Data Connection - MetaSwitch

BroadSoft

Acme Packet

Carrier Clients

ADP

AFS Networks/IdaComm

Arvig Communications Systems

Alcatel/Lucent Technologies - GNOC

Alltel

BellSouth BTAC

Centennial de Puerto Rico

CMC Telecom

CT Communications

Cynergycomm.net

Digital Agent

Home Telephone

Hotwire Communications

NGTelecom

nTelos

Level(3) Communications/TelCove

North State Communications

Ritter Communications

SCRTC

SpeakEasy

Spirit Telecom

Stage2 Networks

U.S. TelePacific

V-Point Networks

Voip.com

Voice Systems

Acme Packet SBC

Asterisk

Audiocodes

BroadSoft BroadWorks

CPE: Cisco, Linksys, Polycom

Cisco AS5400

Ditech PeerPoint SBC

Lucent LCS (Telica Plexus 9000)

MetaSwitch

General Skills

ANSI C, Objective-C

C#, VB.NET

Java, J2EE

ANSI SQL, Transact-SQL, PL/SQL

SIP, SDP, RTP, HTTP, SMTP, FTP

IP, UDP, TCP

Perl, Bourne Shell, awk, sed, etc.

Unix/Linux System Administrator

Windows System Administrator

Microsoft SQL Server, MySQL

Oracle System Administrator

Networking Platforms

Alcatel/Lucent DDM

Cisco IOS Routers and Switches

Juniper

Riverstone