

Bruce G. Dailey Jr.

Bruce.DaileyJr@gmail.com

Experiences

Extreane/Avaya VSP and ERS switches, Palo Alto Firewalls, Barracuda Web & Spam Filters, Nessus Pro, Nagios Core, Avaya IP Office, Voicemail Pro, Xima Chronicall, Multitech Fax Gateway. DHCP, Active Directory, Windows Servers (2003, 2008, 2016, 2019), CentOS, VMWare ESXi, VMware VSphere, Nutanix, Acropolis OS, Acropolis Hypervisor, Microsoft Office, Python and Powershell, Nortel CS1000 / Option81, IP and TDM phones, Avaya System and Session Manager, Avaya Aura Contact Center, 9150, BCM50, Callpilot Voicemail, HSM400V2. Lenel OnGuard access control and video software, Bosch Security hardware and software, Axis and Bosch IP cameras, Electronic door hardware and access control devices. Aiphone intercom.

Work History

Syracuse Community Health Center Inc., Syracuse, NY USA

4/2017 – 10/2021

System Administrator

- Monitoring and troubleshooting of LAN, WAN, wireless, and VPN connectivity. Design and implementation of new networks and VPN's. Create and update routes and access control list. Monitor and update web filter.
- Phone system monitoring and troubleshooting. Create call groups, queues, and voicemail menus. Day to day administration and troubleshooting of phone end points, routing, and fax system.
- Management of VMware ESXi and Horizon VDI environment, and HP Thin clients.
- Administrate Active Directory, Group Policy, DNS, DHCP and File Servers.
- Monitoring of logs, Automation of tasks with Python and PowerShell, for AD administration, and network maintenance.
- Management of Nutanix AOS and AHV environment.

Projects:

- Multi-site network replacement from Cisco to Avaya (Extreme) Fabric network.
- Replaced Mitel SX2000 with Avaya IP Office.
- New data center build out, and patch room consolidation.
- Migration from analog fax to SIP based fax gateway with active directory, and email integration.
- Migrated 2008R2 Active Directory, DNS, DHCP, and CA to Server 2019.
- Installation, provisioning and Migration to Palo Alto Firewalls
- Install of Nutanix server, VMware 6.7 and Horizon 7.12. Build out of VDI environment.
- Workspace One build out.
- Migrated to Acropolis Hypervisor from ESXi

Oneida Indian Nation LLC., Verona, NY USA

11/2001 – 4/2017

Sr. Telecommunications Engineer (2011 - 2017)

- Administration and maintenance of CS1000 and Option81 phone switches, IP and TDM phones, call routes, ACD queues, trunks, DID's, location / 911 tables, terminal and CDR interfaces, conference server, and music on hold. Design and program multi queue and multi agent call center with integrated menus and voice announcements. Assist managers with reporting and custom applications. Administration and maintenance of Callpilot and HSM400V2 voicemail systems, for administrative users and hotel guest. Design and implement auto-attendant and menu systems.
- Security, Fire and Burglary – Design and document new systems for access control, building safety and security, and IP video systems. Responsible for the Lenel OnGuard Security Suite – applications, servers, NVR's, hardware, central office monitoring, and an

integrated badge system.

- Create and maintain documentation for phone, and security systems. Provide training to technicians, and Nation Police department. Create material lists and quotes for projects.

Telecommunications Technician (November 2001 - 2011)

- Cabling of all existing and new structures with required data, alarm, coax, and fiber optic cable. Installation of equipment racks, wire management, termination of voice and data cabling, Bosch alarm equipment, door contacts, card readers, door strikes and magnetic locks. Programming and maintenance of alarm equipment, and Phoenix alarm processing software. Installation and programming of Lenel Access Control and Video systems.
- Basic programming of Nortel Option 81C phone switch, 9150 VoIP units, Callpilot Voicemail system, and Symposium Call Center.

Telergy Inc., East Syracuse, NY

6/2000 – 8/2001

Installation Technician

- Duties included: installation of racks, cabling, and equipment of central and co-location offices.

Philips Broadband Networks Inc., Manlius, NY

11/1994 – 6/2000

Fiber Optics Refurbishment Tech

- Duties included: Repair, modification and testing of head end cable tv transmission equipment.

EDUCATION

- Udemy - The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert 20.5 total hours, January 2019
- Avaya System and Session Manager Installation and Implementation 2015
- CompTIA Network+ Certified, December 2012
- Avaya Aura Contact Center Installation, Administration, and Scripting Essentials (3621), February 2012
- Chittenango High School, High School Diploma, 1992 / Lakeside Boces, Electronics Certificate, 1992

HOBBIES, ACTIVITIES

Woodworking, Home Electronics repair, Computers and microcontrollers, CAD design, CNC and 3D printing. Member of Baron Steuben Lodge.