

# EDUARDO SUAREZ

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## PROFILE

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Leader in both technical and business-related tasks. Extensive knowledge in Project Management, pre-sales and infrastructure design and implementation. Maximizing customer satisfaction and helping the team to drive growth and profits. Highly skilled in Cloud and on premises VoIP, IP, SaaS and Wi-Fi technologies. Project Manager, AWS Solutions Architect, CCNA Routing and Switching, CCNA Voice and MCSA Certified. Developed International experience and enhanced cultural awareness working in a global company with customers in over 50+ countries. Bilingual English and Spanish.

## EXPERIENCE

### **Nevotek, Santa Clara, CA.**

**June 2016 to Present**

#### *Sr. Engineer VoIP - AWS Cloud - Support - Project Management*

- Designed and provisioned the new Nevotek Amazon Cloud including required cloud services EC2, S3, Load Balancer, VPN, Security, etc.).
- Designed, provisioned and currently maintaining our Cisco UC Infrastructure including the integration of desktop, mobile and telepresence devices.
- Responsible for the rollout and integration between Nevotek, Cisco Meraki and Oracle/Opera PMS globally for all IHG (Intercontinental) 5000+ hotels for their IHG Connect Wi-Fi guest experience and authentication portal.
- Supporting business growth via new product introductions, increasing scope, and earning customer's trust.
- Providing pre-sales support for Latin-America, USA and our Caribbean customers including conducting demos and making presentations to assist the teams.
- Escalations Support Manager for the USA and India Support Team.

### **Sentinel Technologies, Downers Grove, IL.**

**March 2015 to May 2016**

#### *Advanced Solutions Analyst – Voice Engineer*

*Responsible for Implementing and troubleshooting Cisco Unified Communication applications as CUCM 11.x, Unity Connection 11.x, Instant Messaging solution (Unified Presence 11.x / Jabber).*

#### **Key Projects:**

- Voice Gateways configuration in H.323, SIP and MGCP for multiple customers.
- New Deployments and upgrades of existing installations of Call Manager for multiple companies in the Chicago Area.
- Designed and Installed Voice and Video Collaboration Systems for Sentinel Customers.

- Created very detailed documentation on each one of the projects.
- Maintained excellent customer satisfaction and provide stable, efficient and reputable installations for them.

## **Nevotek, Naperville, IL.**

**October 2009 to March 2015**

### *Manager / Support and New Deployments*

Responsible for assembling project teams, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure successful completion of internal and external projects on budget and on-time.

Engaging with individual team members to define and achieve performance goals and objectives using Project Management tools.

#### Key Projects:

- Developed and managed a strong support team in USA and first and second level of support team offshore to deliver 24x7 responses for our customers. Design included a team of 5 Sr. Engineers in USA and 10 Jr. Engineers offshore
- Led training visits to India and Turkey and managed remote and onsite deployments in USA, México and the Caribbean.
- Vidanta Vallarta, Mexico – CUCM 8.6 Deployment. Brand new CUCM/Nevotek Integration. Planned and managed this successful project that helped us open the doors in that new market. Leveraging technical, business and financial resources and completing the project according to the customer's expectations.
- Cloud Solution Nevotek IP TV. Led the design and implementation of this internal project which consisted of providing our possible customers with a way for them to try our IP TV solution in real time, previously the only tools that our sales engineers had were power point presentations and expensive and heavy equipment that needed to be shipped to the customer sites. This solution has helped the company to land more and bigger deals.

## **Zebra Technologies, Vernon Hills, IL.**

**November 2007 to July 2009**

### *BAAN ERP Administrator / Support Specialist*

Responsible for providing desktop support on level II issues and IP telephony/Network support on level I issues. Configuration and deployment of new computer equipment. Support of proprietary applications and end-user training, VPN setup and troubleshooting. Asset management, tracking and inventory.

#### Key Projects:

BAAN Security and Administrator, creating and removing users, roles, printers and access to the worldwide Zebra employees.

## **EDUCATION**

### **University of Illinois Springfield**

Master's degree, Master of Science – Management Information Systems, *in progress*

Certification in Project Management, 2015

### **Instituto Tecnológico de Colima, Mexico.**

B.S. Computer Science Engineering, 2003

## **CERTIFICATIONS**

AWS Certified Solutions Architect - CCNA Routing and Switching - CCNA Voice - MCSA - IT Project Manager

## **SKILLS**

Virtualization (VMware) - Cloud Computing (AWS, Azure) – SaaS - Pre-Sales - Technical Training  
Project Management - Routing and Switching - Security - Networking - Voice IP (SIP, SCCP,  
H.323, RTP, RTPC, Unity Connection, CUCM) – Databases (MS-SQL, MySQL) -, HTML/CSS,  
Python - Ticketing Systems (OTRS, Vantive)

**Languages:** English and Spanish.