

Tim Kolasa

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20012 Alger, Saint Clair Shores, MI 48080

Overview

- 7+ Years of Computer Hardware and Software integration, repair, and maintenance. 2+ Years of Telecommunications and Cisco Voice Over IP (VOIP)
- Ability to work effectively independently and as a team member where project planning, strategizing, and implementing

Key Words
[cisco](#) [software](#) [hardware](#) [support](#) [call](#) [maintain](#) [voicemail](#) [years](#) [computer](#) [voip](#) [implementing](#) [anything](#) [emergency](#) [phone](#) [macomb](#) [community](#) [college](#)

Similar Resumes

Objective

- To find employment with a company requiring a person who is skilled in the area of existing technology and implementing cost effective ways to suit the needs of said employer. I have a wide variety of experience including help desk, computer hardware and software, telecommunications, and networking on which to draw on. I have an excellent set of skills for the right employer.

Employment History

01/2008-Present	Macomb Community College Telecommunication Service Associate	Warren, MI
	<ul style="list-style-type: none">• Hardware and software support of college-wide Cisco VOIP and voicemail phone system.<ul style="list-style-type: none">• Maintain Cisco software databases including Call Manager, Unity Voicemail and Vtrees, Automatic Call Distribution, Cisco Emergency Responder.• Install, program, and maintain telecommunications equipment such as Cisco VOIP Phones, ATAs, Gateways, fax machines, and emergency phone lines.• Provide written and verbal training support to users regarding voicemail and telephone features. Creation and issuance of support documentation when necessary.• Utilization of Footprints Call Tracking system for call information tracking, management, resolution.• Follow departmental practices and policies when deploying telephony hardware, services, and software. Assist with enforcement of software license agreements. Maintain detailed records including hardware inventory and departmental network drive.• Coordinate and manage Telecommunication requests for moves, adds, and changes collaborating with other departments when necessary. Working with outside vendors and contractors to accomplish necessary work.	
6/2005-12/2007	Macomb Community College Service Desk Technician	Warren, MI
	<ul style="list-style-type: none">• Support of PC hardware, peripherals, operating systems and approved software applications.• I did something fantastic!• I did something fantastic!• I did something fantastic!• I did something fantastic!	

Education

2008	Mutable University Bachelors of Science with a focus in Editing Resumes	Exampleville, MD
	<ul style="list-style-type: none">• PRAUX TIP: When the 'Left Click To...' context is set to 'Edit' you can simply left click to edit anything on this page. You can also right click and select 'Edit'.• PRAUX TIP: I think you're ready to get started, remember edit anything you see here! What you see is what you get!	



