



# JERAHMEEL CONCHA

Senior IT Consultant

VOIP and PBX Engineer

Web Development and Design

Fortinet Certified

## COVER LETTER

HELLO!

I am writing to express my strong interest in the position offered by your company, as advertised online or based on my research. With a proven track record of several years of experience, I am eager to seize the opportunity to contribute my expertise to your dynamic team.

In my previous roles, I have diligently honed my skills in information and communication technology, progressing from a representative to a subject matter expert. This experience has equipped me with the ability to consistently deliver tasks with the utmost quality.

I am confident that my skills, experience, and unwavering dedication to excellence align well with the requirements of the role. I am enthusiastic about the prospect of contributing to your company's continued success.

Attached is my resume, which provides comprehensive details about my qualifications. I would welcome the opportunity to discuss how my skills and experience can be of value to your organization in greater detail. Please feel free to contact me at +639165257683 or via email at [jay\\_co9@protonmail.com](mailto:jay_co9@protonmail.com).

Thank you for considering my application. I am looking forward to the possibility of joining your team and playing a part in the continued growth and success of your company.

  
JERAHMEEL CONCHA



+63-916-525-7683



[jay\\_co9@protonmail.com](mailto:jay_co9@protonmail.com)



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## INTRODUCTION

### Versatile Professional with a Dual Identity:

An Expert VOIP and Network Engineer with a Proven Track Record in Architecting and Managing Cutting-Edge Cloud-Based PBX Solutions for Enterprise Clients. Proficient in Managing Communication Systems, Delivering Seamless Connectivity, and Ensuring Superior Customer Experiences. Adept at Bridging Technology and Business Needs to Drive Operational Efficiency and Client Satisfaction.

Also, a Seasoned Creative Writer, Graphic Designer, and Web Development Specialist. Skilled in Crafting Captivating Content, Designing Compelling Visuals, and Developing Robust, User-Friendly Websites. A Unique Blend of Technical Expertise and Creative Flair, Driving Excellence in Both Realms. Proven ability to translate complex technical requirements into aesthetically pleasing and functional digital solutions, ensuring a cohesive online presence and enhanced user engagement.



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## WORK EXPERIENCE

### PBX ENGINEER

RocketLevel Inc.,

March 2025 to Present

#### Job Description:

As a PBX Engineer at RocketLevel, I design, implement, and maintain our Private Branch Exchange (PBX) systems to ensure smooth and reliable communication across the company. I work closely with IT teams and vendors to optimize our telephony infrastructure, troubleshoot issues, and support voice network services.

#### Key Responsibilities:

- Configure, deploy, and maintain PBX systems, including both VoIP and traditional telephony platforms.
- Constantly monitor the system to detect any performance or connectivity issues.
- Troubleshoot promptly when problems arise to ensure high availability and minimize downtime.
- Collaborate closely with IT and network teams to integrate PBX seamlessly with other communication and IT systems.
- Manage user accounts, extensions, call routing, and voicemail configurations on a daily basis.
- Handle system upgrades, apply patches, and perform backups to maintain security and functionality.
- Provide technical support and training to users, enabling them to maximize telephony features.
- Maintain detailed documentation of PBX configurations, procedures, and support activities.
- Coordinate with vendors and service providers to ensure timely hardware maintenance and compliance with service agreements.



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## WORK EXPERIENCE

### NETWORK AND VOIP ENGINEER

Tele Express Business Systems

September 2024 to May 2025

#### Job Description:

As a Network and VoIP Engineer at Tele-Express Business Sys Inc., I specialize in designing, implementing, and managing enterprise-level communication systems. My expertise includes advanced telephony, VoIP, PBX, and UCaaS solutions, ensuring seamless connectivity and optimized performance. I have extensive experience with multiple platforms, including Broadsoft, Metaswitch, Netsapien, Bicom, 3CX, Zoom, and Microsoft Teams. My role involves troubleshooting, maintaining network infrastructure, and enhancing VoIP services to support business operations efficiently.

#### Key Responsibilities:

- Improve and Maintain Knowledge Base – Enhance and organize training materials to build a comprehensive and up-to-date knowledge base for internal teams and customers.
- UCaaS System Provisioning – Deploy, configure, and manage Unified Communications as a Service (UCaaS) solutions, ensuring seamless integration and optimal performance.
- Technical Support – Provide expert-level technical support to customers, troubleshooting VoIP, PBX, and network-related issues to ensure minimal downtime and high service quality.
- Process Improvement – Analyze and refine technical support workflows to enhance efficiency, response time, and overall customer experience.
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## WORK EXPERIENCE

### SPECIALIZED VIRTUAL ASSISTANT / WEB DEVELOPER

WING AI (Remote)

February 2024 to May 2024

#### Job Description:

**LOCABLE** - As a specialized virtual assistant, I excel in providing technical support and web development services for a leading web hosting company and online marketing platform. My primary responsibilities include setting up templates for new websites, crafting custom CSS and HTML codes for unique website designs, and offering exceptional customer assistance via email and chat on navigating and utilizing the marketing platform effectively.

#### Key Responsibilities:

- Configure and customize website templates for new clients, ensuring seamless integration and functionality.
- Develop bespoke CSS and HTML codes to enhance website aesthetics and user experience according to client specifications.
- Provide technical support and troubleshooting assistance to clients encountering issues with website hosting, design, and functionality.
- Collaborate with the development team to implement innovative solutions and optimize platform performance.
- Offer guidance and support to customers utilizing the online marketing platform through email and chat channels, ensuring their objectives are met effectively.
- Stay updated with industry trends and best practices to deliver cutting-edge solutions and maintain high-quality standards.

#### Skills:

- Proficiency in web development languages such as HTML and CSS.
- Strong technical aptitude with experience in website hosting platforms and content management systems (CMS).
- Excellent communication skills to effectively assist customers via email and chat, with a focus on problem-solving and customer satisfaction.
- Attention to detail and creativity in designing custom website solutions tailored to client needs.
- Ability to multitask and prioritize tasks efficiently in a fast-paced virtual environment.



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## WORK EXPERIENCE

### LEVEL 2 TECH SUPPORT CONSULTANT/ VOIP ENGINEER

ACQUIRE BPO (Remote)

September 2022 - June 2023

#### Job Description:

**BUILDING TELCO BUSINESS** - As a Technical Support Specialist at an Australian enterprise-focused telecommunications company, I specialize in providing expert assistance for our Cloud-Based PBX and Fiber-Based Internet services. My role involves ensuring seamless operations for Cisco, Avaya, Yealink, and Polycom platforms, resolving technical issues, and delivering exceptional customer support to our enterprise clients, all while maintaining a keen focus on service quality and client satisfaction.

#### Key Responsibilities:

- **Platform Specialization:** Leverage your in-depth knowledge of Cisco, Avaya, Yealink, and Polycom platforms to design, implement, and maintain VoIP solutions tailored to our clients' needs.
- **Cloud-Based PBX Management:** Take ownership of our Cloud-Based PBX services, ensuring their optimal performance, scalability, and security.
- **VoIP Service Optimization:** Continuously monitor and fine-tune VoIP services to maximize call quality, minimize latency, and enhance overall performance.
- **Troubleshooting:** Act as a point of escalation for complex technical issues, diagnosing and resolving problems promptly to minimize service disruptions.
- **Quality Assurance:** Implement rigorous testing procedures and quality assurance protocols to guarantee the reliability and integrity of our VoIP services.
- **Client Collaboration:** Collaborate closely with enterprise clients to understand their specific communication needs and provide tailored VoIP solutions.
- **Documentation:** Maintain detailed documentation of network configurations, service changes, and troubleshooting procedures.
- **Security:** Implement robust security measures to safeguard VoIP systems against threats and vulnerabilities.



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## WORK EXPERIENCE

### VOIP ENGINEER

EMAPTA (Remote)

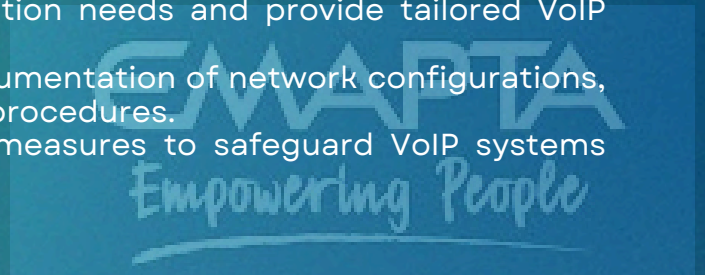
August 2021 - September 2022

#### Job Description:

**MORE Telecom** - VOIP Engineer specializing in Cisco, Avaya, Yealink, and Polycom platforms for an Australian company managing cloud-based PBX and VoIP services. Responsible for designing, implementing, and optimizing VoIP solutions, ensuring top-notch service quality, and providing expert technical support to clients.

#### Key Responsibilities:

- Platform Specialization: Leverage your in-depth knowledge of Cisco, Avaya, Yealink, and Polycom platforms to design, implement, and maintain VoIP solutions tailored to our clients' needs.
- Cloud-Based PBX Management: Take ownership of our Cloud-Based PBX services, ensuring their optimal performance, scalability, and security.
- VoIP Service Optimization: Continuously monitor and fine-tune VoIP services to maximize call quality, minimize latency, and enhance overall performance.
- Troubleshooting: Act as a point of escalation for complex technical issues, diagnosing and resolving problems promptly to minimize service disruptions.
- Quality Assurance: Implement rigorous testing procedures and quality assurance protocols to guarantee the reliability and integrity of our VoIP services.
- Client Collaboration: Collaborate closely with enterprise clients to understand their specific communication needs and provide tailored VoIP solutions.
- Documentation: Maintain detailed documentation of network configurations, service changes, and troubleshooting procedures.
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## WORK EXPERIENCE

### LEVEL 2 TECH SUPPORT CONSULTANT/ VOIP ENGINEER

ACQUIRE BPO (Remote)

July 2020 to August 2021

#### Job Description:

**BUILDING TELCO BUSINESS** - As a Technical Support Specialist at an Australian enterprise-focused telecommunications company, I specialize in providing expert assistance for our Cloud-Based PBX and Fiber-Based Internet services. My role involves ensuring seamless operations for Cisco, Avaya, Yealink, and Polycom platforms, resolving technical issues, and delivering exceptional customer support to our enterprise clients, all while maintaining a keen focus on service quality and client satisfaction.

### MORTGAGE PHONE BANKER

JP MORGAN CHASE (BCG)

January 2018 to December 2018

#### Job Description:

**HOME LENDING** - Phone Banker specializing in home mortgages, providing personalized financial guidance and support to customers over the phone.

#### Key Responsibilities:

- Provide exceptional customer service and support through phone interactions.
- Assist clients with mortgage applications and documentation.
- Review and verify application information for accuracy and compliance.
- Explain mortgage terms, conditions, and available products.
- Stay updated on mortgage products, interest rates, and market trends.



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## WORK EXPERIENCE

### SUBJECT MATTER EXPERT - LEVEL 3 TECH SUPPORT

ACQUIRE BPO (Mandaluyong)

October 2013 to November 2017

#### Job Description:

**VOCUS Communications** - As a Subject Matter Expert and Level 3 Technical Support specialist for an Australian Fiber-Based Internet services provider, I was critical part of our team, focusing on addressing customer complaints and complex technical issues. The role involves leveraging advanced networking and routing knowledge to ensure high-quality service delivery and customer satisfaction.

#### Key Responsibilities:

- **Complaint Resolution:** Act as the primary point of contact for escalated customer complaints related to Fiber-Based Internet services, demonstrating advanced troubleshooting and conflict resolution skills.
- **Technical Expertise:** Utilize your advanced understanding of networking, routing, and Fiber-Based Internet technologies to diagnose and resolve complex technical issues efficiently.
- **Customer Advocacy:** Serve as a customer advocate, ensuring that their concerns are understood and addressed promptly, while working collaboratively with other departments to implement effective solutions.
- **Documentation:** Maintain detailed records of customer interactions, technical solutions, and complaint resolutions for reporting and process improvement purposes.
- **Process Improvement:** Continuously identify opportunities for process enhancements to reduce the incidence of complaints and improve overall service quality.
- **Mentorship:** Share your technical expertise with Level 1 and Level 2 support teams, helping to develop their skills and capabilities in handling complex issues.
- **Escalation Point:** Serve as the final escalation point for technical complaints, working closely with engineering and network teams to expedite resolutions.



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## WORK EXPERIENCE

### LEVEL 2 TECHNICAL SUPPORT SPECIALIST

CONVERGYS (Manila)

April 2011 to October 2013

#### Job Description:

**AT&T Uverse** - Technical Support Specialist for a leading American Internet, Cable, and Phone provider, delivering expert assistance and troubleshooting to ensure seamless connectivity and customer satisfaction

### LEVEL 2 TECHNICAL SUPPORT SPECIALIST

TELEPERFORMANCE

July 2010 to April 2011

#### Job Description:

**TELSTRA Bigpond** - Technical Support Specialist for an Australian DSL Internet provider, offering expert assistance to ensure reliable connectivity and exceptional customer service.



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## SKILLS

### 1. VOIP (Voice Over Internet Protocol)

- Description: Enables voice communication over the internet, transforming analog audio signals into digital data packets for transmission.
- Platform Examples: Cisco Unified Communications Manager, Asterisk, FreePBX.

### 2. PBX (Private Branch Exchange)

- Description: A private telephone network used within a company, allowing internal communication and managing external lines.
- Platform Examples: Avaya IP Office, 3CX, Mitel MiVoice.
- 

### 3. Unified Communications (UC)

- Description: Integration of various communication tools (voice, video, messaging, etc.) into a single platform to streamline business processes.
- Platform Examples: Microsoft Teams, Cisco WebEx, Avaya Aura.

### 4. CCaaS (Contact Center as a Service)

Description: Cloud-based customer service solutions that manage customer interactions across multiple channels like phone, email,



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**6. IVR (Interactive Voice Response)**

- Description: An automated telephony system that interacts with callers, gathers information, and routes calls to the appropriate recipient.
- Platform Examples: Avaya IVR, Cisco Unified CVP, Genesys IVR.

**7. SIP (Session Initiation Protocol)**

- Description: A signaling protocol used to initiate, maintain, and terminate real-time sessions, including voice, video, and messaging applications.
- Platform Examples: Asterisk, FreeSWITCH, Cisco SIP Proxy Server.

**8. Network Security**

- Description: Protecting VOIP networks from unauthorized access, ensuring data integrity, and preventing attacks like eavesdropping or denial of service.
- Platform Examples: Fortinet FortiVoice, Cisco ASA, SonicWall.

**9. QoS (Quality of Service)**

- Description: A network feature that manages bandwidth allocation to ensure high-quality voice and video communications by prioritizing certain types of traffic.
- Platform Examples: Cisco routers and switches, Juniper Networks, Avaya.

**10. Troubleshooting and Monitoring**

- Description: Identifying and resolving VOIP and network issues through various tools and methodologies to ensure uninterrupted communication services.
- Platform Examples: Wireshark, SolarWinds VoIP & Network Quality Manager, Cisco Unified RTMT.

**11. Cloud Integration**

- Description: Integrating VOIP services with cloud platforms for enhanced scalability, flexibility, and access to advanced features.
- Platform Examples: AWS, Microsoft Azure, Google Cloud.

**12. Compliance and Regulations**

- Description: Ensuring that VOIP systems adhere to industry standards and legal regulations, such as HIPAA, GDPR, and PCI DSS.
- Platform Examples: Avaya, Cisco, AWS.







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## EDUCATION



### BACHELOR OF ARTS IN CREATIVE WRITING

UNIVERSITY OF THE PHILIPPINES DILIMAN

2006-2010



### BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

UNIVERSITY OF THE PEOPLE

2018-2019



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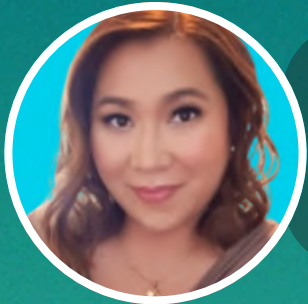
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## REFERENCES



### ESTRELAIDA MARTIN

HR MANAGER - Acquire BPO



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### CHRISTINE BRINAS

OPERATIONS MANAGER - Emapta



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### MICHAEL ACE DIZA

TEAM LEADER - Acquire BPO



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