

GRANT TISSUE

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SUMMARY

Network Engineer with 10+ years of self-directed IT experience and 1.5 years of enterprise VoIP deployment. Diagnoses complex SIP/RTP issues under SLA pressure, architects client onboarding workflows, and documents solutions that reduce repeat escalations. CompTIA A+ and Network+ certified; pursuing AAS in Cybersecurity.

EXPERIENCE

Network Engineer / Deployment Architect · **SpectrumVoIP, Inc.** Jan 2026 – Present · Plano, TX

- Architected enterprise client onboarding onto SpectrumVoIP's Stratus platform, reducing average deployment time by 30% through pre-validated SIP phone configuration templates used across 20+ concurrent client rollouts.
- Resolved real-time SIP/RTP connectivity failures for 5–10 business clients per week, maintaining 98%+ SLA adherence while coordinating with field technicians across multi-site deployments.
- Served as primary technical liaison during onboarding, translating complex telecom configurations into actionable guidance for non-technical end users — reducing escalation callbacks by ~25%.

VoIP Analyst · **SpectrumVoIP, Inc.** Sep 2024 – Jan 2026 · Plano, TX

- Owned 30+ customer tickets per week end-to-end via Zendesk and ConnectWise, diagnosing SIP phone, network, and VoIP service failures for business clients across diverse on-site environments.
- Exceeded SLA targets consistently across 16 months, earning recognition as a top performer in CSAT; promoted to Network Engineer / Deployment Architect after 16 months.
- Authored 15+ technical knowledge base articles and escalation runbooks, cutting average resolution time for Tier 1 agents by an estimated 20%.

IT Homelab (Self-Directed) · **Personal Lab** May 2016 – Present · Anna, TX

- Designed and administered VLAN-segmented networks using Ubiquiti UniFi and Cisco Catalyst 3560, implementing inter-VLAN routing and ACLs across 5+ virtualized network segments.
- Deployed Proxmox virtualization hosting 4+ production services (Jellyfin, self-hosted web apps) with automated AWS S3 backups and Lambda-driven serverless cost alerting.
- Completed 50+ TryHackMe security labs covering FortiGate firewall/IDS-IPS configuration, network hardening, and threat detection workflows.

TECHNICAL SKILLS

Networking: SIP/VoIP, TCP/IP, VLANs, Layer 2/3 routing, DNS, DHCP, PCAP analysis, Wireshark

Hardware & Platforms: Yealink, Grandstream, Cisco IOS, Ubiquiti UniFi, FortiGate, MikroTik

Cloud & Virtualization: AWS EC2/S3/Lambda, Proxmox, VMware

Ticketing & ITSM: Zendesk, ConnectWise

OS Environments: Windows 10/11, Ubuntu, Debian, Fedora, macOS

Programming: Go, Python, Bash

CERTIFICATIONS

- **CompTIA Network+** — Issued Aug 2025, Expires Aug 2028
- **CompTIA A+** — Active
- **Yealink Certified Junior IP Engineer** — Issued Sep 2024, Expires Sep 2026

EDUCATION

AAS, Information Systems – Cybersecurity · Collin College, Frisco TX · Expected May 2026