

Jeremy Gault

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Target Role: Senior VoIP & Network Engineer (Remote)

PROFESSIONAL SUMMARY

Seasoned Senior VoIP & Network Engineer with 25 years of hands-on experience architecting, building, and maintaining enterprise telecommunications and IP network infrastructure. Proven track record as both a hands-on Tier 3 escalation engineer and a business co-founder who built an Asterisk-based VoIP platform from the ground up. Expert in packet-level network diagnostics (tcpdump, Wireshark), SIP protocol troubleshooting, PBX integrations, and Linux systems administration (Debian/CentOS). Completely self-taught with deep technical resilience, seeking a senior remote position.

TECHNICAL SKILLS

- **VoIP & Telephony:** Asterisk, SIP Trunking, PBX Integration (FreePBX, 3CX, Avaya), Session Border Controllers, Adtran TA904 Gateways, PRI/T1 Conversion, CPE Auto-Provisioning.
- **Networking & Hardware:** Packet Trace Analysis (tcpdump, Wireshark), Ubiquiti (EdgeRouter, UniFi, PtP Wireless Links), Routing & Switching, Network Architecture, Circuit Provisioning.
- **Systems Administration:** Linux (Debian, CentOS, Fedora, Red Hat, Ubuntu), macOS, Windows 11, Web & Email Hosting, DNS.
- **Scripting & Tools:** Bash/Shell Scripting, Working Knowledge of PHP & Python, Salesforce, Zendesk, osTicket.

PROFESSIONAL EXPERIENCE

FluentStream Technologies | Remote

Voice Operations Engineer (Tier 3) | Aug 2022 – Jan 2024

- Served as the highest technical escalation tier (Tier 3) for critical client support issues, resolving complex voice delivery and network routing failures.
- Performed deep packet-level SIP analysis using tcpdump and Wireshark to diagnose audio issues (one-way/no-way audio), call drops, and protocol mismatches.
- Onboarded enterprise customers by integrating legacy and modern PBX platforms (FreePBX, 3CX, Avaya) into the proprietary SIP trunking platform, utilizing Adtran TA904 gateways for PRI conversion when required.
- Coordinated directly with upstream SIP trunking carriers to troubleshoot carrier-level call failures and update routing configurations during IP changes.
- Utilized Salesforce to track complex escalations and document system configuration changes.

Voiceopia Communications | Cleveland, TN

Co-Founder & Senior Engineer | Aug 2009 – Aug 2022

- Architected and built the company's core calling platform from scratch utilizing Asterisk.
- Designed and maintained complete enterprise networks using Ubiquiti EdgeRouters, UniFi gateways, switches, Wi-Fi access points, and point-to-point wireless links.
- Automated provisioning workflows for client CPE (IP phones, ATAs) across thousands of active subscriber endpoints.
- Acted as the chief technical authority across all infrastructure operations, driving reliability that led to the successful acquisition of the customer base by FluentStream Technologies.

WinWorld Corporation | Cleveland, TN

Network & Systems Administrator | Aug 2002 – Aug 2009

- Managed internal corporate network, hosting server infrastructure (web/email), and internal phone systems.
- Worked directly with telecom providers to provision, test, and activate T1 circuits for client connectivity and upstream bandwidth.

WingNET Internet Services | Cleveland, TN

Network & Systems Administrator | Apr 1999 – May 2002

- Administered ISP core servers, dial-up infrastructure, web/email hosting systems, and backbone routers/switches.
- Provisioned business high-speed T1 circuits and managed core transit routing with telecom vendors.

WCLE & WBAC Radio | Cleveland, TN

Part-Time Broadcast Engineer & Systems Administrator | 2002 – Present

- Maintain computer networks, phone systems, and technical broadcast infrastructure across station clusters.
- Provide part-time broadcast engineering, audio production, and system troubleshooting as a long-term side engagement.

VOLUNTEER EXPERIENCE

North Cleveland Church of God | Cleveland, TN

Media & Broadcast Technical Lead (Volunteer) | 1996 – Present

- Direct live video broadcasts, operate PTZ/jib camera systems, and maintain media production infrastructure.
- Serve as primary real-time troubleshooter for signal flow, hardware, and network failures during live productions.

EDUCATION

High School Diploma – Cleveland High School, Cleveland, TN (2000)

Self-Taught Engineering: 25+ years of continuous, practical field experience in Linux administration, network diagnostics, and telephony architecture.