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Professional experience

Charles Goldsmith

2013 – 2021, 2025 - present

General Datatech

Dallas, Texas

Collaboration Consultant

- Primary job as a technical team lead and post sales delivery engineer, focusing on collaboration technologies, including Cisco based voice and video applications.
- Custom python/perl scripts to accomplish specific tasks including API connections using REST for Webex, CUC, UCCX and CMS, AXL for CUCM. Automated provisioning with Webex
- Installed, maintained and upgraded Cisco Communications Manager call control, Unity Connection voicemail, IM & Presence and Contact Center Express call center applications.
- Cisco 8K/4K series routers including HA CUBE, ISRg2 2900/3000 series routers, VMWare ESXi 5-8x, IOS-XE and IOS based catalyst switches, C-Series servers, Linux servers (Debian based and Redhat based) and UC apps are the main technologies that I deal with on a daily basis. Secondary technologies that I assist with are Cisco ASA, WLC, and ACS.
- Worked with Jabber to Webex migrations for soft phone control as well as bridging Jabber IM to Webex messaging.
- Full understanding of Expressways, Mobile Remote Access and all of the technologies that is involved, including SSL Certificates, DNS, firewall rules and integrating with Cisco Meeting Server.
- Migrated many diverse systems into Cisco applications by extracting the data, manipulating and importing into the format needed for Cisco imports.
- Worked with several linux based applications to expand the customer's portfolio, expedite a conversion and facilitate a better environment to accomplish a given task.
- Worked with version 4 all the way to current models, including jumps from 4.x to 11/12.x, 10.x to 15.x..
- Authored dozens UCCX scripts for customer collaboration.

2022 – 2025

Phillips 66

Bartlesville, OK

Voice SME

- Primary job as the Subject Matter Expert (SME) for all voice and collaboration applications.
- Upgraded and Maintained all collab applications, modernizing the applications and builds for growth and best practices.
- Setup and wrote automation routines for many of the daily and operational maintenance tasks.
- Implemented new applications for anti-spam and call-spoofing technologies as well as phone provisioning automation.
- Upgraded hardware from 4k to 8k routers, UCS from m5 to m7 hardware as well as implemented vSAN technology for distributed file systems.

- Upgraded apps from v11 to v12, v14 and finally to v15su2

2008 – 2012 BDF Law Group

Dallas, Texas

Senior Network Engineer

- Primary job function includes the design and support of the Voice, LAN and WAN for BDF's offices spread across several states, supporting over 2000 employees.
- Other duties include managing projects and assisting with larger projects, working with various business units and other groups in IT. Disaster Recovery / Business Continuity (DR/BC) is an on-going project for the business and the voice and data networks are designed with this in mind.
- Cisco ASR, Nexus switches, Catalyst 6500, ISRg2 3900 and 2900 routers, UCM 8.x are the main technologies that I deal with on a daily basis. Secondary technologies that I assist with are VMWare Esxi, Citrix XenServer/XenCenter (just the virtual server portion of Citrix), Cisco ASA and Checkpoint firewalls, Cisco Identity Services Engine, Cisco Network Admission Control, Cisco Access Control Server (4.x and 5.x).

2000 – 2008 CompUSA Corporate Office

Dallas, Texas

IT Supervisor / Senior Network Engineer

- Primary job function consists of supporting the LAN and WAN for CompUSA's corporate office and 300+ stores located in North America.
- Secondary duties included managing portions of larger projects, working directly with the department Project Managers, and managing smaller projects, maintaining the department file, terminal server, users workstations, and lab test boxes.
- Among the tools used, Linux/Unix based network monitoring and management tools, and also adminned the servers and applications for all network monitoring and management.

Education

1993 - 1995 Spartan School of Aeronautics Tulsa, Oklahoma

Aeronautical Science

- Classes Taken - Federal Aviation Regulations, Aerodynamics, Flight Planning & Weather, Instruments, and Air Traffic Control Operations
- Certificates - Private Pilot's License

1990 - 1992 Texas A&M University Commerce, Texas

Computer Science

- Classes taken - programming in Microsoft C 2.0, Microsoft FORTRAN 6.0, Microsoft Q-Basic 4.5, IBM 370 Assembly, Turbo Pascal 6.0 using IBM compatibles, Windows 3.1, and DOS 6.2.

References available upon request