



TRAINING PROGRAMS

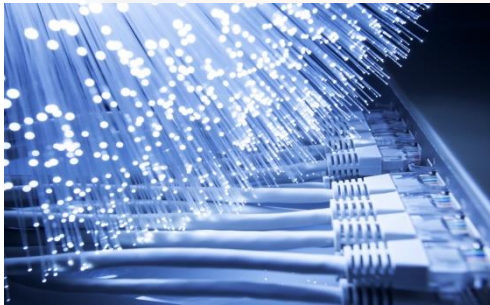
Customized by

TELEDATACOM PHILS. INC.
for
Teledata Academy

LEARN FROM THE BEST AND BE THE BEST!

CENTER FOR EXCELLENCE IS AT THE CORNERSTONE OF
OUR **COMMITMENT** TO SUPPORT OUR CLIENT'S MANPOWER
DEVELOPMENT.

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- ✓ VOICE
- ✓ DATA
- ✓ NETWORK SOLUTIONS

PROGRAMS:

1. **Avaya Communication Manager Administration Training**
2. **Avaya Call Management System Administration Training**
3. **Avaya IP Office Installation and Administration Training**
4. **Fortinet Firewall Administration Training**
5. **Juniper Basic Administration Training**
6. **Juniper Advanced Administration Training**

AUCM-BA-16001

AVAYA COMMUNICATION MANAGER ADMINISTRATION TRAINING

This 3-day course provides introduction and hands-on training on Avaya Communication Manager. The training includes step-by-step instruction on everyday administration of Avaya Communication Manager and other information needed for basic telephone system administration.

ACMS-BA-16401

AVAYA CM SYSTEM ADMINISTRATION

This 3-day course provides training on Avaya Communication Manager System which will enable the learners understand the integrated analysis and reporting solution that CMS could provide them to keep them in touch with virtually everything that's going on in their contact center from evaluating the performance of a single agent or group of agents to managing a contact center with multiple locations worldwide.

AIPO-I&A-16301

AVAYA IP OFFICE INSTALLATION AND ADMINISTRATION

This 3-day course provides introduction and hands-on training on Avaya IP Office. The training includes step-by-step instruction on everyday administration of Avaya IP Office and other information needed for basic telephone system administration.

FG-AT-18001

FORTINET FIREWALL ADMINISTRATION TRAINING

This 3-day training is intended for Fortinet Firewall Administrators who wants to gain a high-level understanding of the product features, functionality, capacities, and limitations within the context of solutions and verified reference configurations.

JP-BA-19001

JUNIPER BASIC ADMINISTRATION TRAINING

This 2-day training is intended for Juniper Firewall Administrators who wants to gain a high-level understanding of the product features, functionality, capacities, and limitations within the context of solutions and verified reference configurations.

JP-AVT-19002

JUNIPER ADVANCED ADMINISTRATION TRAINING

This 2-day training is intended for Juniper Firewall Administrators who wants to gain a high-level understanding of the product's advanced features, functionality, capacities, and limitations within the context of solutions and verified reference configurations. The Administrators should already have the basic fundamentals of Juniper Firewall administration.

PACKAGE INCLUSIONS:

- ✓ Conduct and Facilitation of the Training Program
- ✓ Sourcing and Preparation of Training Materials
- ✓ Hands-on Training
- ✓ Training Kit with USB
- ✓ Training Meals
- ✓ Training Certificate



RESPONSIBILITIES:

TRAINING PROVIDER:

- Reserve pre-arranged dates
- Sourcing and Preparation of Materials

TRAINEE/COMPANY:

- Provide key contact person to coordinate the activity.
- Provide food, venue, and accommodation for facilitators (in case of out of town venue).
- Ensure the participation of learners and ensure that they are free from any official functions for the duration of the
—training.

TRAINER PROFILE:



Ryan Cortez, Technical Manager for Operations, has been with Teledatacom Phils. Inc. for 10 years. He is known to be proficient in Data Network, IP Telephony, and Contact Center Solutions which has been proven with his long list certifications.

Certification/s:

- **Avaya Certified Implementation Specialist (ACIS) for Avaya Aura Communication Manager 5.2.1**
- **Avaya Certified Implementation Specialist (ACIS) for Avaya Aura Communication Manager and CM Messaging – Embedded (R6.x)**
- **Avaya Certified Support Specialist (ACSS) for Avaya Aura Communication Manager and CM Messaging – Embedded (R6.x)**
- **Avaya Certified Support Specialist (ACSS) for Avaya Aura Session Manager and System Manager**
- **Avaya Certified Support Specialist (ACSS) for Avaya Session Border Controller Enterprise**

TRAINER PROFILE:



Irene Acosta, Technical Manager for Adjuncts, has been with Teledatcom Phils. Inc. for 14 years. She is in charge for rendering technical escalations in implementation, maintenance, and troubleshooting of CentreVu Call Management System (CMS), Intuity Conversant (IVRS) or IR/AVP, Intuity Audix (Voicemail), PABX for call center setup, and other issues in Adjuncts solutions.

Certification/s:

- **ACIS - Avaya Voice PortalAvaya Certified Implementation Specialist (ACIS) for Avaya Aura Communication Manager and CM Messaging – Embedded (R6.x)**
- **ACS – Call Center Implement and Support**
- **Specialist – Communication Implementation**
- **Avaya Certified Associate**
- **ACA - Implement: Interactive Response**
- **ACA - Implement: Call Center**
- **ACA - Implement: Avaya Voice Self Service**

TRAINER PROFILE:



Lauro Delgado, Technical Manager for Services, has been with Teledatcom Phils. Inc. since 2015. He is known to be proficient in Data Network, IP Telephony, and Contact Center Solutions which has been proven with his long list of certifications.

Certification/s:

- ACIS - Implement: IP Telephony
- ACS - Implement: IP Telephony
- ACA - Implement: IP Telephony
- ACA - Design: IP Telephony
- ACA - Implement: Intuity Audix
- Avaya Communication Networking Associate Exam
- Definity Basic I Certification, AVAYA Communication

TRAINER PROFILE:



Ronnie Navarra, Senior Systems Administrator, has been with Teledatcom Phils. Inc. since 2011. He is known to be proficient in Data Network, IP Telephony, and Contact Center Solutions which has been proven with his list of certifications.

Certification/s:

- **ACIS (Avaya Certified Implementation Specialist) – Avaya Aura[®] Communication Manager and CM Messaging – Embedded (R6.X)**
- **ACSS (Avaya Certified Support Specialist) – Avaya Aura[®] Communication Manager and CM Messaging – Embedded**
- **ACSS (Avaya Certified Support Specialist) – SME Communications Certificate**

TRAINER PROFILE:



Jeruel Ravida, Senior Systems Engineer, has been with Teledatcom Phils. Inc. since 2015. He specializes in Infrastructure Security, Data Network, and other Contact Center Solutions.

Certification/s:

- Fortinet NSE7: Network Security Architect
- Fortinet NSE6: Network Security Specialist
- Fortinet NSE5: Network Security Analyst
- Fortinet NSE4: Network Security Professional
- F5 Security Professional

OUR VALUE PROPOSITION

Teledata Academy was formed to provide technical training services to cover the basics on voice, data and network solutions. We provide hands-on training on multiple product platforms for entry-level certification as well as advanced training on selected key products.

We are committed to providing our clients the BEST TRAINING SOLUTION to their Voice, Data, and Network needs by bringing in highly equipped and competitive trainers in the industry.

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