DANIELLE J. TURNER SENIOR TELECOMMUNICATIONS ENGINEER
DIRECTOR OF ENGINEERING

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While Technology is important... It's what we do with it that truly matters.

Executive problem solver and IT developer who understands how to wield technology to solve specific business problems. Early adopter of VOIP and cloud tech, pairing them with complementary tools to build interconnected systems praised by clients and translated into white papers that support deployments of the like nationwide.

Recognized and certified expert in telecommunication engineering. Achieved and maintained certifications for multiple vendors which allowed the company to maintain their business partnerships with them.

Known for effectiveness. Develop and implement new policies, process improvements, and documentation for the Packet Telecom Engineering department which allowed them to increase productivity by 70% without raising associated costs.

INNOVATION • QA • QOS • P&L • CROSS-FUNCTIONAL LEADERSHIP • STRATEGIC PLANNING
BOARD RELATIONS • FACILITIES EXPANSION • NEW MARKETS • LARGE-SCALE IMPLEMENTATIONS • CLIENT ENGAGEMENT
ENGINEERING • SUPPORT • MAINTENANCE • LEAN OPERATIONS • NEW PRODUCTS • FORTUNE 500 • TEAM BUILDING
BUSINESS DEVELOPMENT • R&D • PUBLIC SPEAKING • CUSTOMIZED INTEGRATIONS • PM • BRAND STRATEGIES
UNIFIED COMMUNICATIONS • DISASTER RECOVERY • BUSINESS CONTINUITY • ITAAS • ACCOUNT MANAGEMENT

Clients: LBCEFCU, San Diego International Airport Authority, Riverside County, Aurora Behavioral Healthcare, Los Angeles Community College District, San Diego Community College District, Turner Construction, Northrop Grumman, Tarbut V'Torah, SMCHS, Meggitt Sensing Systems, Matich, Old Globe Theater, Del Mar Recovery, Heritage Paper, Comic-Con, Flocke and Avoyer, Guild Mortgage, and many more.

Industries: Software, Government, Defense, Education, Medical/Healthcare, Financial, Legal, Manufacturing, Restaurant, Automotive and others.

Gallup Clifton-Strengths Test Results: Input, Learner, Restorative, Context, Activator, Individualization, Achiever, Analytical, Intellection, Ideation, Responsibility, Futuristic, Competition, Belief, Focus, Relator, Communication, Command, Significance, and Positivity. The full report is available at your request.

EXECUTIVE EXPERIENCE SNAPSHOT

Territory Sales Representative and Team Leader, Cbeyond, San Diego, CA   2005 to 2008
Grew from over-saturated market. Created business development strategy dominate region, even as independent competitors could not create a viable sales. Always beat sales quotas while maintaining a healthy and supportive team environment.

Telecommunications Engineering Director, Packet Telecom Solutions, Inc., San Diego, CA   2008 to Present
Brought on as Director of Engineering when company was in deficit, implemented new business strategies resulting department profit and stable work flow. Handle complex advanced custom configurations (custom IVRs, routing logic, etc.) for new system deployments, migrations, and upgrades. R&D as well as document configurations for client network equipment to meet QOS standards. Provide network admin that includes LAN and WAN troubleshooting and resolution. Recommend solutions and upgrades based on findings. Analyze SIP traffic to identify points of congestion or failure as well as providing prioritization. Use tools such as Putty, WinSCP, Wireshark, FTP, SysMon, System Status, etc. in troubleshooting, provisioning, and debugging. Utilize ticketing system to provide service request updates in real-time. Configure customer network solutions for multi-VLAN environments. Implement new procedures that expedite and improve ticket resolution. Provide technical support to field engineers. Project management cradle to grave. Generate positive customer feedback. Provide expert support for SIP, VoIP, POTs, PRI, BRI, H323, Analog Stations and Trunks, as well as the codecs H.323, G.711 ULAW, and G.729. Administer VPN users for customers and maintain necessary routers (Net Gear, SonicWALL, etc.) Meet SLAs with 4 hour response time on a 24/7 schedule. Configure and maintain Avaya 3500 Series Layer 3 Network Switches. Travel and meet with vendors & clients to grow relationships and discuss new market trends. Provide end-user training after new system installs. Develop training program and documentation for customers. Develop new maintenance agreement structure to allow for further transparency and structure in the SLA department. Develop automated Service request notifications through Tiger Paw CRM. Integrate external databases where necessary for advanced IVR integrations & functionality. Manage DNS resolutions to allow One-X Mobile cellphone applications to function freely. Integrate Voicemail to Email functionality where required. Escalate issues to underlying carriers by providing call detail records from monitoring devices. Creative utilization of resources to resolve customer issues. Work directly with Avaya Backbone Engineers as the "hands onsite" on issue troubleshooting and resolution. Branch Deployments with both central and distributed voicemail. Deploy fully redundant server edition both hardware and virtual.

Executive Leadership Contributions

Benchmarked employee training and solution development/implementation, earning praise from CEO.

- Became first certified IPOCC support and implementation engineer on the West Coast.
- Maintained high ISAT and CSAT scores, exceeding Avaya benchmarks among highest in channel.
- Known as Southern California specialist in large deployments of contact centers, enabling clients to efficiently manage agents and capture more calls and business intelligence data.

Skillset Summary

Telecommunications Engineering.

- Trusted strategic advisor offering intimate knowledge of business, technology, and operations. Known for effective deal making and collaborative outlook
- Head large national projects and teams. Bring fiscal transparency and ROI consciousness that inform capital investments and enable lean optimal infrastructure.
- Unified Communications | TCP/IP | LAN/WAN | Managed Services | Network Design | QoS | Contact Center | IVR | Deployment and Support | Routing | Wireless Networking | SIP | T1 | H.323 | ACD | Telepresence | IP PVBX | Hybrid Deployments | Frame Relay | ISDN | TDM | Voicemail | VoIP | Software Installation | Virtualization | Disaster Recovery | Avaya | Cisco Technologies | Switches | Routers | PRI | Hosted Services | Call Accounting | CTI

Full Stack Development.

- Design | Web // Visual // UX // UI
- Browser-based Technologies | API Interactions | Development Tools | Databases | Server-Side | HTML // JavaScript // Java // jQuery // Bootstrap // CSS // SEO // Git // GitHub // Node.js // React.js // Express.js // Database Theory // Bootstrap // MongoDB // MySQL // Responsive Design // Handlebars // Real-time cloud database via Firebase // FireStore // cookies // Heroku // Security and Session Storage // Passport // O-Authentication // MERN Stack // SEO // Semantic HTML // APIs (Consuming) // AJAX // JSON // NPM // ORM // Sessions // Server-side API Creation // MVC // React and React Native // REDUX // Templating Engines // and more…
- Design Thinking | Prototyping | Research | Project Management | Social Coding
- User Testing | Quality Assurance // Writing Tests // Debugging
- Computer Science applied to JS | Design patterns // Algorithms

Education, Career Foundations, and Community Outreach

While pursuing my undergrad degree, I attended NAU in Flagstaff, AZ for one year and SDCCD for two. My business, technology, and general studies were certainly enhanced by the fact that I was concurrently participating in business development in real time. My real-world MBA naturally took precedence over my bachelor's degree. The hands-on business experience that I cultivated in every part of the company (in a two-person startup, titles mean nothing) and the longstanding client relationships I developed were fulfilling and useful ways to launch my career as a telecommunications engineer. I am currently attending the UCSD Full-Stack Development Program maintaining a 4.0 GPA. I graduate on July 19th 2018.

Career Certifications, Certified Avaya Professional Design Implementation & Support Specialist for IP Office, Contact Center and Scopia RADVISION solutions, Cisco, ICC Elite Installer, and UCSD Certified Full Stack Developer (in progress and near completion).

Advancement in Childhood Financial Management Education, *Together with a team of cohorts from UCSD.* We are working to develop a child-centered application that can be managed by their parents to develop and hone financial management skills. Our shared goal is to give children the tools they need to become financially successful adults. We hope to aid the future generation in accruing more savings instead of debt than any of their predecessors.

Client Reviews as a Direct Result of my Performance

David Rivera, Owner of George's Camera in San Diego, California.

David R.
San Diego, CA
0 friends
8 reviews

★★★★★ 2/28/2017

My name is David Rivera and I am the owner of George's Camera. Today I discovered our very expensive late 2014 phone system wasn't working. I called the company we purchased and gave over $10,000 to first. They had to open up a ticket and since I didn't purchase their $1,200 a year service contract they couldn't tell me when that would be maybe in the next 24hrs. I went through the entire list of companies from Google. Everyone I talked to wanted to email me a service contract. Then I called DJ from Packet Telecom. She answered the phone and told me how sorry she was that our phone system wasn't working. Her only concern was getting them working. She logged into our system and in about 10 minutes our phones were ringing off the hook again! When she finished and confirmed all was good she thanked me for calling. I was amazed because I hadn't paid her yet. She said she was just glad to help and since it didn't take but a few minutes it was on the house. I refused to take her time for free and insisted on paying her for an hour. I will now be signing a yearly service contract with Packet Telecom because people, not just customers, come first. I don't post on yelp except when customer service is exceptional. DJ and Packet Telecom is our phone system specialists.

Peter Leonard, Director of Information Technology for SMCHS in Rancho Santa Margarita, California.

Peter L.
Rancho Santa Margarita, CA
49 friends
95 reviews
70 photos

★★★★★ 4/19/2017

We used Packet Telecom Solutions for a complete telephone intercom system for a new school in Carmel Valley and they did an outstanding good from start to finish.

We were so impressed with the service and help we had them convert another school to VIOP and they were able to combine with 25 year old bell system. Always helpful and if we cant figure out a service issue we hire them which comes with great service and support with just a call.

Short Biography $2b \ || \ !2b... \ (\sqrt{(-i)})^2$

I'm a telecommunications engineer, with experience managing global teams and multifaceted projects from cradle to grave. My background in telecommunications engineering, account management, business operations, and project management inform my mindful albeit competitive approach. The bottom-line and best interest of the company is always my primary focus.

I am fueled by my passion for understanding the nuances of today's IT landscape and growing penchant for Full Stack development. I consider myself a 'forever student', eager to both build on my academic foundations in IT and code development, as well as stay in tune with the most in-demand technologies saturating the market today.

I have been in "in the business" for 13 years and I am very excited to expand my knowledgebase and grow my career in new directions. Having the background that I do has given me highly valuable insight into the full operational needs required for a successful and well managed business. I work well both individually as well as in a team environment. My ability to adapt to any situation and find areas that I can provide a useful service has served my previous employers very well over the years. I encourage you to initiate a conversation with me. I would be elated to have an opportunity to have a discussion about what I can do to bring more value to your company. I have a vast network of resources spanning a wide variety of verticals. Not a single task is too daunting and I love the new experiences.

If you have any recommendations on areas where I can improve, please let me know. Your input is very important. Diamonds were not created in soft environments, and I thrive most when challenged. Thank you so much for your time and consideration.