Extensive experience working at high-growth technology companies providing software solutions for communication service providers, utility companies and enterprises worldwide.

Core proficiencies in partner solutions management, presales, product management, solution architecture, software development and delivery. Product expertise in SDN/NFV Management and Orchestration (MANO), OSS/BSS, Customer Experience Management and Integration.

All past roles have required a close working relationship with external customers as well as internal teams.

**CORE COMPETENCIES**

|  |  |  |
| --- | --- | --- |
| * Product Management (Agile Environment) | * OSS Suite (Fulfilment, Assurance, Perf, SLA) | |
| * Presales | * Orchestration, BPM, Order Management | |
| * Alliance Solutions and Strategy | * SDN/NFV MANO | |
| * Solution Architecture | * Network/Service Discovery | |
| * Systems Integration, APIs | * Network Engineering | |
| * CEM (BI, Big Data Analytics, CEP, DWH, Hadoop) | * Software Development | |
|  | |  |

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| * Standards (eTOM, SID, TAM, ITIL, OSS/j, MTOSI) * Integration (SNMP, CORBA, SOAP, JMS, TL1) | * Virtualization (VMware, Hyper-V) * Cloud (AWS, Azure), IaaS, SaaS, OpenStack |
| * Database (Oracle), DWH (Netezza) | * Networking (Cisco IOS, JunOS) |
| * SQL, PL/SQL | * Probes (NetScout, Nexus) |
| * Linux, ksh, Perl, R, Python | * Networking (IP, L2/L3 VPN, GPON) |
| * Hadoop, NoSQL (HDFS, HBase, MapReduce) | * Java, C++, HTML, XML, JBoss WS |

**PROFESSIONAL EXPERIENCE SUMMARY**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **NEC/NetCracker** | Senior Solution Architect / Presales | 2015 - Present | |  |  |  | | **Clarity** | Alliance Solutions Manager / Presales | 2013 - 2014 | |  | Product Manager / Presales | 2009 – 2014 | |  |  |  | | **Subex (Sydnesis)** | Senior Sales Engineer | 2006 - 2008 | |  | Principal Consultant | 2000 – 2006 | |  |  |  | | **ICG Communications** | Network Engineer | 1998 - 2000 | |  | Software Engineer | 1993 - 1998 | |  |  |

**PROFESSIONAL SKILLS – DETAILED FUNCTIONAL DESCRIPTION**

**NEC/NetCracker 2015 – Present**

**San Francisco**

**Solution Architect / Presales 2015 – Present**

**Responsibilities Include:**

* Coverage for the following components within the NEC/NetCracker Product Portfolio in pre and post-sales roles: Network Orchestration (SDN/NFV MANO), Service Orchestration, Network Management, Resource Management, Customer Management, Product Management, Service Management and Big Data Analytics.
* Providing onsite support as technical lead for solution design.
* Working closely with sales and back office teams for new product feature requirements.
* Providing technical response and solution architecture for RFx opportunities.
* Conducting technical customer presentations and demonstrations.

**Clarity (Clarity’s OSS Suite Acquired by Synchronoss in 2014) 2009 – 2014**

**Sydney**

**Alliance Solutions Manager / Presales (Clarity) 2013 – 2014**

**Responsibilities Include:**

* Lead technical SME for the Clarity Product Portfolio, covering the following modules: Customer Management, Unified Catalog, Order Management, Customer Experience Management, Inventory Management, Service Order Management, Discovery and Reconciliation, Performance Management, Alarm Management, SLA Management and Field Service Management.
* Work with global system integrators (GSIs) and channel partners to assess potential partnerships and design optimal integrated solutions incorporating the Clarity products.
* Providing GSIs and Clarity presales team with technical support - including RFx responses, technical presentations, presales training, technical requirements documentation, solution architecture and lead for POC trials.
* Technical skills: ksh, Python, Perl, SQL, Java, Apache App Server, JBoss WS, Hyper-V/VMware.
* Integration analysis of Big Data Analytics/CEP/Hadoop into existing Clarity CEM solution.
* Providing ongoing product management for the Network/Service Discovery portfolio.

**Product Manager / Presales (Clarity) 2009 – 2014**

**Responsibilities Include:**

* Define product solutions for Clarity’s Network and Service Discovery UI and back end platform, including business cases to ensure management approval.
* Providing support for the entire product management lifecycle for the Network/Service Discovery portfolio - including roadmap, requirements/specification documentation, development monitoring and management (Agile), GTM strategy, product launch, product support and EOL. ALM/PML tracking performed using Jira (Agile environment).
* Working closely with customers and internal teams (sales, marketing, developers, etc.).
* Responsible for Product Management requirements documentation (PRD, MRD).
* Providing technical support for Clarity presales team - including RFx responses, technical presentations, technical requirements documentation, solution architecture and lead for POCs.
* Proficiency in the following networking technologies: IP, L3 VPN (MPLS), L2 VPN (Ethernet), GPON, SDH, SONET, IPTV, VoIP, LTE, Virtualization, Cisco IOS, JunOS.
* Proficiency in the following integration protocols: SNMP, CORBA, SOAP (HTTP/XML), JMS, TL1.

**Subex / Syndesis 2000 – 2008**

**(Syndesis acquired by Subex in 2007)**

**(Subex’s Provisioning and Activation Suite acquired by NEC/NetCracker in 2011)**

**Denver, Melbourne, Singapore**

**Senior Sales Engineer (Subex) 2006 – 2008**

**Responsibilities Include:**

* Coverage for the following modules in the Subex Product Portfolio: Service Order Management, Product Catalog, Provisioning and Activation, Discovery and Reconciliation.
* Managing technical response for bid proposals including RFI/RFP technical compliance, solution architecture and solution design.
* Delivering product presentations to technical and executive level audiences.
* Lead for Proof of Concept trials.
* Building business relationships with hardware and software partners.
* Working closely with existing customers and internal teams for ongoing product enhancements.
* Delivering conference presentations on products and industry best practices.

**Principal Consultant (Syndesis) 2000 – 2006**

**Responsibilities Include:**

* Technical lead for solution Implementation at Tier 1 customers worldwide.
* Responsible for Solution Design documentation.
* Providing management for all onsite technical staff.
* Working with internal executive teams, product management and engineering groups to ensure the accurate and timely delivery of the solution.
* Delivering technical consulting to customers and partners in order to help facilitate the Subex solution – including architecture, implementation and integration recommendations.
* Proficiency in the following networking, service technologies and technical skills: IP, L3 VPN (MPLS), L2 VPN (Ethernet), GPON, SDH, SONET, ATM/FR, DWDM, IPTV, VoIP, LTE, CORBA, ksh/tcl/expect scripts, TL1, Cisco IOS, JunOS, Java, SQL and NMS/EMS APIs.

**ICG Communications (Acquired by Level 3 Communications) 1995 – 2000**

**Denver**

**Network Engineer (ICG) 1998 – 2000**

**Responsibilities Include:**

* Working with internal departments and vendors to design and launch new service products.
* Configuration and testing of edge/core equipment in a lab environment prior to product release.
* Hands on experience with equipment from the following vendors: Cisco, Juniper, Nokia.

**Software Engineer (ICG) 1993 – 1998**

**Responsibilities Include:**

* Analysis, design and development of internal systems – integration with Oracle APIs.
* Technical skills: Foxpro (DB), Oracle (DB, SQL, PL/SQL, Oracle APIs, Financials, Inventory, Projects), Neural Network C++ libraries used for path optimization (AI)

**Education:** BBA Computer Science/Management Science, Kent State University

**LinkedIn Profile:** <https://www.linkedin.com/in/dkusner>

**Nationality:** US Citizen, Australia Permanent Resident Visa (Subclass 186)