

## **IT - CLOUD, SYSTEMS & NETWORK ARCHITECT**

**CORE COMPETENCIES:** Architecting Solutions for Information Technology, Cloud, Networking, VoIP, Speech and TTS, Telecommunications, Multimedia, Security; Business Impact Analysis; Data Integrity/Recovery; Disaster Recovery Planning; Risk Assessment; Cost Benefits Analysis; Call Center Architecture, Design and Engineering, Process Automation, Continuous Integration, Continuous Deployment and Continuous Release.

\* **Platforms:** Microsoft Windows® Server – 2K, 2K3, 2K8, 2012, 2016; Microsoft Windows® operating systems Linux – CentOS, RHEL, Ubuntu and Suse; Virtual – Microsoft Virtual Server, Microsoft Virtual PC, VMware Server ESX(i), Oracle VirtualBox, Hashicorp Vagrant VM, AWS Architecture, Docker, Chef

\* **Networking:** TCP/IP, ISO/OSI, Ethernet, VPN, SSH, Stunnel, Windows, Linux, Cisco, Juniper, AWS

\* **Languages:** HTML, JavaScript, XML, VXML, Linux Shell, Windows Batch, VB, PowerShell, JSON, Linux Bash, GoLang, Python, Hashicorp Terraform and Packer, AWS Cloud Formation

\* **Databases:** SQL Server 2005 and 2008; Intersystems Cache 2007 to present; Oracle MySQL, PostgreSQL

\* **Tools:** Jenkins, Github, Bitbucket, RegEx, Active Directory, FreeIPA, WireShark, Fiddler, OpManager, Nagios, Zenoss, ClearSight Analyzer, Adobe® Suite including Acrobat, Flash, GoLive, and Premiere with After Effects, Avid®, ®, Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access®, and Microsoft Outlook®), Microsoft Project, and Microsoft Visio®, Ontario Systems FACS, Artiva and Collect Savvy, TTS and Speech platforms including Loquendo, Nuance, Cepstral, eSpeak, and fLite.

\* **PBXs:** Axxess® Inter-tel Phone System and Database Manager, Asterisk including several flavors, Interactive Intelligence Customer Interaction Center, Cisco Call Manager, 3CX

\* **Telecom Routing:** Sansay VSXi SBC, Aculab GroomerII, Interaction Gateway 2<sup>nd</sup> Gen, Interaction SIP Server, Advanced, Brekeke SIP Server Advanced; Limited exposure to Sonus, Genband, and Acme Packet

### **PROFESSIONAL EXPERIENCE**

ONTARIO SYSTEMS, LLC, Muncie, Indiana

2007 – Present

#### **Cloud – Sr. Network Architect**

Configure and maintain automated deployment of cloud infrastructure and supported systems using best in class security tools and monitoring to analyze performance and threat vectors.

- Design highly available, multi-site systems to withstand failures with 99.99% uptime
- Identity and Access Management, Hashicorp Terraform automation of system installment, micro-services load balancing architecture, Cloud management
- Built out multi-cloud connectivity for customer connections from all 50 states, Mexico and Canada through the use of Equinix Cloud Exchange and AWS
- Migration of traditional hosted services into AWS through use of deployment automation

#### **Telephony – Solutions Architect**

Promoted to provide solutions to a new dialing platform, as well as documenting the complete architecture of what the finished product would be several years out.

- Architect for software VoIP host media processing telephony servers promoted to production and deployed to call centers of various size across the United States
- VXML standard scripting delivered with the product for inbound and outbound IVR
- Created standards for use and maintenance of Session Border Controller
- Designed, built and branded an appliance which provides secure connection from a client premise to the cloud site for delivering CDRs to a premise application servers and retrieving database information for use of the IVR.
- Experience working with customers, internal and external, to gather requirements and write up design documentation for development

#### **Telephony – Lead Technologist**

Promoted to maintain vendor relationships, R&D new technologies, integration and validation of high availability hardware field tested and ready for high uptime production environments.

- Research and development of DSP based telephony servers promoted to production call centers
- Rolled out new OS and new software supporting GC high capacity dialers
- Created standards for deployment which reduced related issues logged by over 90%
- Certified SIP to the Cloud strategies and carrier KPIs

### **Telephony – Project Consultant**

Recruited to build, integrate, implement and support the Internet Protocol (IP) based telephony products including Guaranteed Contacts IP (GCiP), SIP, SIP on the Dialer, and all Interactive Intelligence products, assist with support on network or VoIP tasks when needed. Establish vendor relationships with partners including TW Telecom, and Interactive Intelligence.

- Implement GCiP Products, Interactive intelligence Customer Interaction Center products, document for support, and assist support when needed.
- Implement Hosted Software as a Service (SaaS) products including Guaranteed Contacts (GC) Dialers, Verified Contacts (VC) Dialers, IVR and PBX. Document for support and assist support when needed.

DAVIS HOMES, LLC, Indianapolis, Indiana

2005 –2007

### **Information Technology – TCOM Specialist**

Recruited to establish and manage direct sales support in both Corporate and remote office environments. Oversee Telecommunications and support for Corporate Office and 35 remote offices. Design and implement IP Telephony and perform cost benefit analysis on all Telecommunication strategies. Collaborate with vendors in the exchange of services to lower the cost of Telecommunications necessities. Assist in daily activities of Network/Systems Administrator.

- Instrumental in set-up and design of Network and Telecommunication infrastructure for Remote Sales and Construction Offices.
- Spearheaded the negotiation with all Telecommunication companies, Cable Network and Telephone, including creating mutual marketing agreements for compensated accounts, worked with land developers to help cable companies overlap services due to deregulation with the “Legal Open Access” Act effective July 1<sup>st</sup> 2006, and implemented IP Telephony tied to the Corporate phone system.
- Design phone systems using Access® Inter-tel Phones and Database Programming, and set up automated and time-based applications for the use of the building tenants including Davis Homes, SVTechnologies and Delivra, also, in addition, the Davis Homes remote sales and construction offices.
- Created company policies and procedures governing help desk and desktop support, group policy, Internet usage, access control, and incident response.

## **MILITARY EXPERIENCE**

UNITED STATES ARMY RESERVE, Fort Benjamin Harrison, Indianapolis, Indiana

1995 – 2003

### **Computer Systems Analyst and Programmer – 74B**

Provided comprehensive remote and onsite support for the Battalion. Supervised as many as 17 soldiers as a squad leader during a critical data mission during Operation Desert Shield earning the National Defense Medal.

- Served during Gulf War initiatives
- Developed training materials needed to teach the battalion Microsoft Office.
- Upgrade Cobol code for Y2K compliance

## **EDUCATION AND CREDENTIALS**

### **Bachelor of Liberal Arts**

### **Telecommunications and English**

BALL STATE UNIVERSITY – Muncie, Indiana

### **Professional Training and Certifications**

UNITED STATES ARMY RESERVE – Communications Network Specialist – Fort Gordon Georgia CSS

Comptia Network+

EXIN ITIL v3

Cisco CCNA Trained (not certified)

Microsoft Trained (not certified)

Interactive Intelligence Include: Interaction Center Certified Engineer (ICCE), Interaction Dialer Certified Engineer (IDCE), Interaction Center Handler Developer (ICHHD), Interaction Recorder  
AWS Certified Solutions Architect Associate (CSAA)