Juan A Vento Jr.
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Work Experience:

VP of Telecommunication Services & Help Desk Support	*Great Healthworks*	*Ft. Lauderdale, FL*

May 2014 - Current

- Oversee/design carrier infrastructure, omni-channel tools and telephony platforms for a BPO with over 500 internal plus 1500 external agents in 40 countries.
- Reduction in overall IT spend providing a savings of $2.4 million annually for last 5 years.
- Responsible for procurement and inventory of all IT assets.
- Vendor relations and contract negotiations, budget $12 million.
- Direct a team of 6 VoIP systems developers and engineers using Agile methodology.
- Creator of a private Any-cast cloud across an east and west coast data center.
- Head of the IT committee responsible for implementation of future projects.
- Supervising 53 employees with all stages of IT experience.
- Accountable for approving and running proactive maintenances successfully.
- Owner for all root cause analysis on all network interruptions.
- Manage an MSP with 6 large customers.
- Create network design, billing and customer relations.
- Responsible for maintaining TCPA, HIPAA, PCI and SOC2 Type 2 standards

Manager of Network Operations	*Birch Communications*	*Miami, FL and Atlanta, GA*

December 2000 - May 2014

- 14 year tenure from a Customer Service Representative to Manager of Network Operations to include being and Tier 3 Voice Architect.
- Capacity management for voice and data traffic.
- Responsible for preparing maintenances, logging troubleshooting notes and network trouble tickets.
- Worked on IP networking, configuration audits and market acceptance.
- Real time SNMP & ICMP network monitoring with such tools as Nagios, Netcool, Solar Winds and various Company WIKIs.
- Expert in testing & provisioning many types telephony services such as POTS, CAS T-1, PRI, MGCP AND SIP.
- Configured and supported SIP Session Border Controllers from manufactures such as ACME, Jasomi, Genband S3, Nextone & PeriMeta.
- Engineered deployment solutions for Asterisk based Free Switch and 3cx platforms.
- Server backup, implementation and decommissions.
- Support for T.38, G711 ALAW, ULAW, G.726 and G.729
- Direct vendor/provider partnerships such as FPL Fibernet, AT&T, Centurylink, Verizon, XO Communications, Internap, Level 3, Georgia Public Web, Georgia Power, Arin etc.
- 24 hour on call and afterhours maintenance experience.
- First in command during outages and high priority situations. Provided instruction and updates to the Vice President and C level employees.
- Knowledge in basic wiring, T-1, DS3, STS-1, Ethernet. RJ11 etc.

Certifications and Trainings:
- Agile Training
- ITIL Training
- SCRUM Master Alliance
- SMS 800 Certification
- Meta Switch Complex Translations
- Completed Cisco CCNA Course
- Completed SIP School Study Course

Professional Associations/Community Projects
- CIO Council of South Florida Advisory Board Member
- VP of IT ALPFA Miami
- Mentor Year UP

Systems and NODE Experience:

- PF Sense Firewalls
- VM Ware
- XEN Orchestra
- Kazoo PBX
- Kamailio SIP Server
- Open SIPS
- Free Switch
- Asterisk PBX
- AWS S3 & EC2
- MS Azure Cloud
- Siemens EWSD & DCO
- Jira
- DOMO
- Smartsheets
- NetSuite OMX
- FootPrints & InvGate IMS
- Lucent Telica Soft Switch
- Metaswitch
- DMS 500

- Lucent 5ESS
- Genband Nextone SBC
- Genband S3 SBC
- Acme Packet SBC
- Jasome SBC
- Mitel PBX
- 3CX PBX
- Tadiran TDAX
- Alcatel DACS
- ZHONE MALC
- OCCAM BLC
- Adtran IADS & MALCS
- CAC MUX
- Cisco IAD, Nexus Routers & Switches
- Cisco CUCM & UCCE
- Solar Winds
- Nagios
- Zabix

- Libre NMS
- New Relic
- MonIT
- Net Cool
- NET Flow
- Metasphere Voicemail
- Firebox Firewall
- Ubiquity AP
- Aerohive
- Motorola Canopy
- Wireshark
- Tberd
- SS7
- CNAM
- E911
- CALEA
- TNAM
- ADSL
- SHDSL

Protocols & Signaling Experience:

- ESF
- D4
- M13
- SIP
- WebRC
- RTP
- MGCP
- GR303
- ISDN
- T.38
- G711, OPUS, 726 & 729 Codec

- TCP
- UDP
- EIGRP
- MPLS
- RIP
- OSPF
- HSRP
- Spanning Tree
- CDP
- SDWAN
- BGP

- VLAN
- SS7
- CNAM
- E911
- CALEA
- TNAM
- ADSL
- SHDSL
- EFM
- 802.11 X