

Williams Reyes

Network Engineer | B.Sc. in Electronic Engineering | CCNA

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Electronics Engineer with a strong foundation in enterprise networking, VoIP technologies, and Python automation. Now leveraging this technical background to specialize in Artificial Intelligence, architecting conversational AI agents and automating complex workflows with Large Language Models (LLMs). Skilled in troubleshooting complex systems within SLA-driven environments to enhance operational efficiency and customer interaction.

Experience

AI & Network Automation Engineer, IPFone – Miami, FL (*Remote*)

Jul 2025 – Present

- Architect and deploy advanced conversational AI agents to automate customer support by orchestrating complex backend workflows and managing real-time voice communications.
- Design and implement sophisticated automation workflows, integrating multiple Large Language Models (LLMs) to deliver context-aware, dynamic, and human-like responses.
- Integrate AI solutions with enterprise systems and network infrastructures, including CRM and ticketing platforms via third-party APIs, enabling end-to-end, fully automated service pipelines.
- Develop end-to-end automation solutions by connecting disparate data sources and applications, including relational databases, external APIs, and various cloud services.
- Collaborate to define project requirements, troubleshoot agent performance, and continuously optimize conversational flows for improved efficiency.

VoIP and Network Engineer, IPFone – Miami, FL (*Remote*)

May 2024 – Present

- Serve as a Level 2 escalation point for technical issues related to VoIP services, providing advanced support for PBX platforms such as BICOM, BroadSoft, Webex, Microsoft Teams, and legacy POTS systems.
- Operate within a call center environment, delivering real-time support and troubleshooting directly to clients in USA.
- Diagnose and resolve complex telephony issues across multiple phone models and PBX platforms.
- Ensure service reliability and customer satisfaction by working under SLA commitments and maintaining detailed case documentation using ticketing platforms.
- Act as the main point of contact for client-side support involving internet circuit issues, including coordination with upstream ISPs for incident resolution.
- Manage technical case escalations, schedule field technician dispatches, and maintain proactive communication with customers throughout the incident lifecycle.

Implementation and Support Engineer, SOUTEC – Caracas, Capital District

May 2022 – May 2024

- Provided on-site and remote support, serving as an escalation point for complex issues and participating in on-call rotations to guarantee 24/7 incident response and resolution within strict SLA timelines.
- Developed a web application using Python and Flask to automate Cisco Meraki network deployments through the Meraki Dashboard API, streamlining provisioning and reducing configuration time.
- Conducted in-depth assessments of wired and wireless networks to identify performance gaps and implement optimization strategies.
- Conducted wireless site surveys using Ekahau to evaluate the current state of clients' wireless networks, identifying coverage gaps and performance issues. Delivered tailored recommendations and executed configuration changes based on survey findings to enhance reliability and coverage.
- Configured IPsec VPN tunnels between enterprise firewalls, including site-to-site VPNs between Cisco Meraki MX appliances and AWS environments, ensuring secure and stable connectivity for hybrid cloud deployments.

Education

Simon Bolivar University, *Bachelor's degree in Electronics Engineering*

2017 – 2024

Skills

Technical Skills

- Networking: Routing, Switching, Wireless, Security, UC, Devnet
- Vendors & Platforms: Cisco, Cisco Meraki, Fortinet, MikroTik, Ubiquiti, Polycom, Yealink, Grandstream
- VoIP Platforms and solutions: BICOM, BroadSoft, Cisco Webex, Microsoft Teams, POTS, FAX lines
- Tools: Wireshark, Ekahau, PRTG, CACTI, Cisco Meraki Dashboard, GNS3, Packet Tracer
- Programming & Automation: Python, C, Flask, REST APIs, Git, Ansible
- Operating Systems: Windows, Linux
- AI & Machine Learning: Large Language Models (LLMs), Conversational AI, AI Agent Development, Prompt Engineering
- AI & Automation Platforms: n8n, Make, Retell, Vapi.
- **Certification:** Cisco Certified Network Associate (CCNA)

Soft Skills

- Effective communication
- Experience in call center support and customer-facing roles
- Strong problem-solving and technical troubleshooting abilities
- Quick learner, adaptable to hybrid cloud and on-prem environments

Languages

English: *Full professional proficiency*

Spanish: *Native*

German: *Basic (Currently Learning)*