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Resume

Cesar Homero Gonzalez Garcia

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□□ Professional Summary

Telecommunications & Cloud-Contact-Center Architect with 23+ years of experience designing, implementing, and leading large-scale enterprise voice, UC, and CCaaS solutions.
A proven strategic advisor and technical leader adept at guiding C-suite stakeholders through digital-customer-engagement transformations, architecting modern omnichannel and AI-enabled contact center platforms, and mentoring high-performing pre-sales/System-Architect teams.
Deep expertise in Avaya, SIP/VoIP, hybrid cloud (on-prem + cloud) architectures, CCaaS platforms (including Five9, Sprinklr), Linux systems, and enterprise-grade solution design.

□□ Professional Experience

Sprinklr

Platinum Technical Account Manager – CCaaS
□□ July 2025 – Present

- Act as a trusted technical advisor for enterprise clients using Sprinklr’s CCaaS platform.
- Design and optimize CCaaS architectures across **voice, digital, and social channels**, ensuring stability and scalability.

- Collaborate with internal engineering, product, and customer success teams to resolve complex multi-channel issues.
- Conduct **root cause analyses**, **performance reviews**, and develop **technical roadmaps** aligned with client business goals.
- Manage hybrid deployments integrating **Sprinklr Voice, SIP trunking, and legacy Avaya environments**.
- Provide advanced troubleshooting and implementation guidance on **cloud infrastructure, SBC routing, and contact flow design**.
- Mentor customers' technical teams on best practices for **CCaaS operations, SIP signaling, and API-based integrations**.

Customer Helpline

Telecom Architect
July 2019 – May 2025

- Designed and deployed complex SIP-based voice architectures for Avaya Cloud, Five9 CCaaS and hybrid contact-centre environments, utilising Oracle and Avaya SBCs for secure, resilient connectivity.
- Led end-to-end transition of on-premises Avaya infrastructure into cloud-enabled contact-centre and UC frameworks, including Linux-based server farms (RHEL/Ubuntu) for telecom services.
- Created comprehensive technical documentation (architecture diagrams, configuration guides, DR/BCP plans), and implemented automation via scripting (Bash) to streamline operations.
- Owned vulnerability assessment and security-hardening of telecom systems (firewalls, patching, intrusion detection), ensuring compliance with enterprise standards.
- Partnered with DevOps and Security teams to integrate telecom services into CI/CD pipelines, enabling efficiency and operational agility.

Atos

Telecom Manager
June 2013 – June 2019

- Managed a large enterprise voice platform supporting 300+ PBXs (Avaya/I3/Nortel/Cisco) and more than 40,000 users across multi-site environments.
- Directed a global operations team of 20 technicians and 4 architects, ensuring 24/7 support, SLA compliance and continuous performance improvement.
- Led architecture design, capacity planning, and network segmentation for VoIP traffic with QoS policies, delivering high availability and voice quality across regions.
- Developed and managed maintenance budgets, vendor engagements, and operational expense planning, aligning technical deliverables with business outcomes.

ACS / Xerox (Adquired by Atos Later)

Senior Telecom Engineer
□□ December 2006 – June 2013

- Provided Tier 3 support and architecture design for global Avaya Aura, CMS, MM, One-X Mobile and SBC deployments.
- Maintained the global voice-network infrastructure, evaluated emerging technologies (early cloud PBX, virtualised voice services) and defined standards for scalability and high availability.
- Conducted training for Tier 1/Tier 2 engineers, led migrations, cut-overs and large scale installations with third-party systems integration.

Teleperformance

Network & VoIP System Administrator
□□ December 2001 – October 2006

- Managed Cisco LAN/WAN infrastructure and VoIP systems across Monterrey, Guadalajara and Houston contact-centres.
- Administered Avaya Communication Manager, Audix LX, CMS, configured VDNs, vectors, hunt-groups, ISDN/PRI/TIE trunks and IP extensions.
- Ensured continuous availability of telephony services, monitored performance and executed preventive maintenance for high-volume environments.

⚙ Technical Skills

- **Telecom & CCaaS Systems:** Avaya Aura, CMS, SBC, Cisco VoIP, SIP Trunking, Five9, Sprinklr CCaaS
- **Networking:** Cisco routing & switching, VoIP QoS, DHCP/DNS/TCP/IP
- **Virtualisation & Containers:** VMware vSphere, Docker, Podman, Proxmox
- **Operating Systems:** Linux (RHEL/Ubuntu), Windows Server
- **Automation & Scripting:** Bash, CLI tools, REST APIs, systemctl
- **Cloud & Hybrid Environments:** Oracle Cloud, Azure, On-prem virtualised voice, CCaaS integration
- **Security:** Vulnerability assessment, firewall management, system hardening, patching
- **Disaster Recovery & High Availability:** VMware SRM, backup/restore design, fail-over strategies
- **Architecture & Solution Design:** SIP routing, SBC design, multi-tenant CCaaS architectures, migration planning

- **Leadership & Commercial Engagement:** Team management, pre-sales workshops, SLA governance, executive-level briefings
- **Languages:** Fluent in English and Spanish

Discovery

Opening

> “Thanks everyone for joining today.
> The goal of this initial discovery session is to review the current customer experience, identify key operational and customer pain points, and discuss modernization opportunities across AI, security, self-service, and omnichannel engagement.
> We’ll also review a high-level implementation roadmap and identify areas that would require deeper technical and operational discovery.”

Executive Summary

> “The primary goals for this initiative are reducing handle time, increasing self-service containment, improving payment security, and modernizing the customer experience.”

Channel Analysis

> “Customers today interact through multiple channels like IVR, mobile apps, web support, social media, and branches.
> One opportunity identified is improving customer engagement and continuity between digital and voice support channels.”

Current IVR Diagnostic

> “From our initial discovery, the current IVR appears heavily menu-driven, increasing handling time and dependency on live-agent escalation.”

Competitor Benchmark

> “Other banks are already implementing features like intelligent callbacks, conversational AI, and omnichannel continuity.
> These are becoming standard expectations for customers.”

Missing Opportunities

> “Some opportunities identified include voice biometrics, AI-driven automation, proactive fraud notifications, and the ability to move seamlessly between messaging and voice channels.”

Compliance & Security

> “From a security perspective, there’s an opportunity to reduce PCI exposure and simplify authentication workflows while improving fraud prevention and customer trust.”

Future-State Experience

> “The future-state vision focuses on conversational AI, voice biometrics, intelligent routing, and secure self-service experiences to reduce friction and improve containment.”

Integration Landscape

> “A successful rollout would depend on integration with core banking systems, CRM platforms, fraud detection, telephony infrastructure, and payment gateways.”

Security Architecture

> “The proposed security model focuses on encrypted communications, tokenized payment handling, voice biometrics, and centralized audit controls.”

Roadmap

> “
>
> ## Phase 1 — Discovery & Assessment (Weeks 1–2)
>
> Review current IVR, customer journeys, integrations, security, and operational pain points.
>
> ## Phase 2 — Solution Design & Planning (Weeks 3–5)
>
> Design future-state AI, biometrics, omnichannel workflows, and integration architecture.
>
> ## Phase 3 — Pilot Implementation & Testing (Weeks 6–10)
>
> Deploy pilot workflows, validate integrations, security controls, and measure KPIs.

> ### Phase 4 — Production Rollout & Optimization (Weeks 11–16)
>
> Gradual rollout, operational training, omnichannel activation, and continuous optimization.

Discovery Questions

> “
>
> > “Some of the key discovery questions we’d want to validate are:
>
> - which customer journeys are driving the highest operational cost,
> - whether current APIs can support high-volume authentication requests,
> - any SIP or telephony integration constraints, such as legacy PBX, sip trunk limitations?
> - biometric consent and PCI compliance requirements,
> - and which customer segments should be prioritized during rollout, such as Spanish-speaking or business banking customers.”

Expected Outcome

> “The overall goal is improving customer experience, reducing operational friction, increasing self-service adoption, and strengthening security and compliance across customer interactions.”

Initial Discovery Assumptions

> “This assessment assumes existing telephony infrastructure, core banking API availability, enterprise PCI controls, customer consent for biometrics, and support for omnichannel engagement through existing digital channels.”

Customer Journey Slide

> “This slide highlights some of the current friction points contributing to higher AHT and customer frustration.
> From our initial discovery, customers immediately enter a traditional menu-driven experience with limited personalization.
> Customers are also required to manually select language preferences and go through multiple authentication steps before reaching resolution, which increases handling time and dependency on live-agent escalation.”

Improved IVR Slide

> “This proposed flow focuses on simplifying the customer journey through conversational AI, voice biometrics, intelligent routing, and secure payment workflows.
> The goal is reducing authentication friction, improving self-service containment, enabling omnichannel continuity, and creating a faster and more secure

> customer experience.”

Fraud via WhatsApp Slide

> “This is an example of how customers could initiate fraud support through WhatsApp, followed by biometric validation and automated account protection workflows.”

Omnichannel Slide

> “One larger opportunity is enabling customers to move seamlessly between digital channels and voice support without restarting the interaction.”

Closing

> “Overall, the goal is to simplify the customer journey, improve self-service containment, reduce operational friction, and modernize the experience while maintaining strong security and compliance controls.
> Are there any questions or areas you’d like to discuss further?”

discovery 2

Opening

“Thanks everyone for joining today.
The idea of this session is really to review the current customer experience, identify some pain points we found during the initial discovery, and discuss a few opportunities around AI, security, self-service, and omnichannel support.
I’ll also walk through a high-level roadmap and some assumptions we made during the assessment.”

Executive Summary

“The main goals here are improving customer experience, reducing handling time, increasing self-service adoption, and improving security around authentication and payments.”

Channel Analysis

“Today customers interact through different channels like IVR, mobile apps, websites, social media, and branches.
One thing we noticed is there’s an opportunity to improve continuity between digital and voice interactions so customers don’t have to restart the journey every time.”

Current IVR Diagnostic

“From the initial discovery, the current IVR looks pretty menu-driven, which increases handling time and dependency on live agents.”

Competitor Benchmark

“We also looked at what other banks are doing around conversational AI, callbacks, and omnichannel engagement.
These types of experiences are becoming more common and expected by customers.”

Missing Opportunities

“Some of the opportunities we identified were things like voice biometrics, AI automation, fraud notifications, and smoother transitions between messaging and voice support.”

Compliance & Security

“From the security side, there’s also an opportunity to simplify authentication while reducing PCI exposure and improving fraud prevention.”

Future-State Experience

“The future-state idea is really simplifying the customer journey through conversational AI, biometrics, intelligent routing, and more secure self-service options.”

Integration Landscape

“A big part of the project would be integrations with core banking systems, CRM platforms, fraud systems, telephony infrastructure, and payment gateways.”

Security Architecture

“From the security perspective, we focused on encrypted communications, tokenized payments, biometric authentication, and centralized audit controls.”

Roadmap

“The rollout would happen in phases to reduce operational risk while validating integrations, security, and customer experience improvements.”

Phase 1 — Discovery & Assessment (Week 1)

“Review current IVR flows, integrations, customer journeys, and operational pain points.”

Phase 2 — Design & Planning (Week 2)

“Define AI workflows, biometrics, omnichannel interactions, and integration requirements.”

Phase 3 — Pilot & Testing (Weeks 3–4)

“Deploy pilot workflows, validate integrations, security controls, and measure KPI improvements.”

Phase 4 — Rollout & Optimization (Weeks 5–6)

“Production rollout, operational training, omnichannel activation, and continuous optimization.”

Discovery Questions

“Some of the key things we’d want to validate are:

- which customer journeys are driving the highest operational cost,
- whether current APIs can support high authentication volumes, auth request per second/minute, etc.
- any telephony or SIP limitations,
- biometric consent and PCI requirements,
- and which customer groups should be prioritized first.”

Expected Outcomes

“Overall, the goal is improving customer experience, reducing operational friction, increasing self-service adoption, and strengthening security and compliance.”

Discovery Assumptions

“This assessment assumes the current telephony infrastructure stays in place, APIs are available for integrations, PCI controls already exist, and omnichannel engagement can be supported through existing digital channels.”

Customer Journey Slide

“This slide highlights some of the current friction points contributing to higher handling time and customer frustration.
Right now customers go through multiple menus, repeated authentication, and several routing layers before reaching resolution.”

Improved IVR Slide

“This proposed flow is focused on simplifying the customer journey using conversational AI, voice biometrics, intelligent routing, secure payment workflows, and omnichannel continuity.”

Fraud via WhatsApp Slide

“This is an example of how fraud interactions could start through WhatsApp, followed by biometric validation and automated account protection workflows.”

Fraud via WhatsApp Flow

1. Customer initiates fraud request via WhatsApp
2. Glia AI assistant collects initial information
3. Platform places outbound call to customer
4. Customer validated through voice biometrics

If biometric validation fails:

- Call routes to fraud specialist for manual validation
- Agent validates customer identity
- if Match Customer routed back to AI IVR workflow
- no match end call

If biometric validation succeeds:

- Customer provides last 4 digits or account number
- Credit card automatically disabled
- Confirmation sent via WhatsApp message

Omnichannel Slide

“Another opportunity is allowing customers to move between digital and voice channels without restarting the interaction every time.”

Omnichannel X / Social Media Flow

1. Customer posts complaint about Banamex on X
2. Glia social listening + AI detects customer complaint
3. AI reaches out offering a quick AI-assisted support call
4. AI initiates outbound call to customer
5. Customer validated through voice biometrics

If biometric validation fails:

- Call routes to fraud or customer service specialist for manual validation

If biometric validation succeeds:

- AI voice assistant starts the conversation
- Customer issue identified and routed automatically
- AI provides resolution or escalates if needed

6. Confirmation, case summary, and follow-up sent to customer

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Closing

“Overall, the idea is simplifying the customer journey, reducing operational friction, improving self-service containment, and modernizing the experience while keeping strong security and compliance controls in place.
Any questions or areas you’d like to discuss further?”