

Resume

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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 (Acquired 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.
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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
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