

August 2006 – April 2013 Primus Telecommunications Canada, Inc. Toronto, ON
Systems Architect / Manager, Service Platform Engineering

Responsible for multiple nationwide Voice over IP platforms, ISP services, virtualization platforms and other related services. Provided a leadership and mentoring role to junior staff members. Proactively assigned resources to meet workflow needs. Created development plans, project documentation, end user training, and test cases.

Key Achievements:

- Designed and developed patent pending Telemarketing Guard platform
- Designed, developed, and deployed HostedPBX product line
- Migration and consolidation of legacy servers into VMWare and Xen virtualization environments
- Developed highly available geo-graphically redundant voicemail platform using CouchDB
- Consistent project delivery within scope, schedules, and budget.
- Developed customer facing application interfaces for VoIP platforms as part of shift to an application-centric view of telecommunications services.
- Designed enterprise messaging bus architecture for inter-service and inter-department communication
- Reduced customer churn on VoIP products through proactive monitoring, performance analysis, etc

February 2006 – August 2006 Caps Internet Inc Toronto, ON
Director of Canadian Operations, 6 Month Contract

Responsible for design and deployment of an interactive SMS (text messaging) platform within strict time constraints. Further responsible for management of on-going technical operations, architecture, and design.

- Developed SMS (text messaging) application platform including custom SMPP software development
- Management and design of large website network and CMS with over 10 million daily visitors
- Development of peer-to-peer media delivery platform using the Gnutella protocol
- Oversaw company operations, expansion and business development planning.

May 2003 – July 2005 Primus Telecommunications Canada, Inc. Toronto, ON
Platform Lead – Internet Services Group

- Migration of assumed companies on to the Primus Network (Network and Data integration, site relocation, etc)
- Designed and deployed Linux based network services (E-mail, hosting, DNS, RADIUS, etc)
- Designed and managed the implementation of a multi-server email system using clustered Exim SMTP servers, Courier IMAP/POP3 servers for handling of POP3/IMAP mail traffic.
- Leadership, mentoring, and coaching of junior administrators

Please note – Echo Online was purchased by Primus Canada in May 2003

April 2001- May 2003 Echo Online Internet Inc. Toronto, ON
Manager, Network Administration

Oversaw the takeover and merger of three competitors into a single entity tripling the company's original size in under a year. Designed, implemented and managed the combining of all four network infrastructures. Revamped management and accounting tools to accommodate the management of legacy service offerings from all companies.

- Oversaw company operations, expansion and business development planning.
- Direct management of all technical departments and employees.
- Revamped customer information and accounting systems to handle additional services and provide better tracking, billing and historical data for the accounting and customer service representatives. Designed and implemented various automated utilities for user account management; including additions and changes of accounts and services.
- Developed Voice over IP Services using Asterisk and Aastra CSG SS7 Gateway and CVX RAS devices.

- Managed, designed, and deployed network services (E-mail, hosting, DNS, RADIUS, etc) and configured and maintained Cisco routers & switches, Nortel CVX (RAS) servers, and Nortel Shasta xDSL gateway
- Active involvement in the design and initial deployment of a CLEC (Competitive Local Exchange Carrier).
- Active involvement in the development of a domain registry system, billing and management packages for an ICANN accredited domain registry based on ICANN's Registry Registrar Protocol (RRP).

CERTIFICATIONS

- Polycom SoundPoint IP phone, technical & sales proficiency certification
- Genband VoIP Application Server Service Administration
- Genband VoIP Application Server Installation and Maintenance
- Genband VoIP Application Server Advanced Debugging

PROFESSIONAL SPEAKING

2007 / 2008 Career Door Toronto, ON
Delivered several talks about Asterisk, Open Source VOIP & Next-Gen Telecom

April 2008 IT360 Toronto, ON
Delivered session on the future of voice networks in a Web 2.0 world
Delivered two-day intensive workshop on installation, configuration, and operation of Asterisk.