

FRANCISCO J FOSSA

Frisco, Texas, USA | +1 469-316-4719 | franciscofossa@gmail.com |
<https://francisco.fossaiz.com> | [linkedin.com/in/franciscofossa](https://www.linkedin.com/in/franciscofossa)



PROFESSIONAL PROFILE

I am a highly experienced Network Infrastructure Architect, Unified Communication Analyst, Architect, Enterprise Cloud Designer, and Engineer. A hands-on professional with extensive international experience, reasonable Project Management exposure, and leadership capabilities.

SKILLS AND COMPETENCIES

Design and Technical Solution Architecture in Networking and VoIP, Cisco Systems Products and Technologies, Leadership Skills, Communication and Documentation, Problem-Solving, SIP, Genesys CX, Webex, AWS, Omnichannel Contact Centers, BGP, OSPF, MPLS, Python, Ansible, Network Performance Optimization, Network Automation and Management, Security, Firewall Configuration, Industrial Networking, Technical Project Leadership, Strategic Thinking, Internetworking, Testing, Training, and Staff Augmenting Support.

RELEVANT EXPERIENCE

Lead Architect/Engineer, Western Alliance Bank, Irving, TX, USA

10/2024 – 03/2025

- As part of the Digital Contact Center team I finished the design and lead the delivery of a new architecture for the Network Infrastructure serving UC-UcaaS and Networking transformation for the specific project of Contact Center Transformation and Migration for Western Alliance and Amerihome to Genesys Cloud CX. The tasks required overlooking many aspects, including IVR recreating, its internal routing and review, security transitions, as with SIPS, SRTP, and proper SSL between server and client communication, its validation, redesign, and integration with third-party Genesys' AppFoundry integrations. The set of physical components to overhaul included legacy Genesys Edges, Cisco CUBEs, Audiocodes, and Polycom devices together with endpoints reconfiguration from Cisco Mixed-mode and Jabber to Browser WebRTC-based security. I served as the lead Architect/Engineer for a Cloud multichannel solution for Genesys CX migration from on-premises services on UCCX during its transition to Genesys/AWS, including supervisors and agent management, creation, testing, and flow re-characterization for the Architect/IVR. Supported A/V technologies migrations, its Quality Of Service strategy, and regular operation related to security and other Systems features. One of the most relevant tasks was optimizing the different flows for re-usability and documenting the expected outcome from the baseline created in Cyara.
- Served as de facto Designer and Project Planner for SOMOS/SS7 and SIP trunking transition (BYOC), executing the migration, capacity sizing, interaction with stakeholders, and delivery and testing of software and hardware solutions. Those included some Python automation, Cloud implementation with Terraform, API testing, regeneration of scripting, and reassessment of further personal augmentation for the Contact Center, particularly its training at different levels. My deployments leveraged the WFM/WEM and Quality Management solution from Calabrio to Genesys Cloud, the reports recreation, and workflow transitioning.

Principal Data Center and Campus Network/Voice Engineer, Texas Instrument, Richardson, TX, USA

05/2022 – 10/2024

- As a Network Architect for the main North and South Campus (Texas Instrument's HQ in Dallas), and other campuses across the US and APAC I served as one of the Specialists in the Data Centers. As one of the Voice Architects for Telephony and Call Centers, we achieved the transition to UCaaS globally,

overseeing the most technical parts like script programming to keeping Forecast and budgetary Capex and Opex expenses, and interfacing with External and Internal customers and stakeholders. I also created new designs, BOMs, and SOWs for physical and internal multichannel expansion offerings and Voice IVR migration. I assisted directly with UCCX to Webex migration in the global voice planning and reviewed UCCX scripting/flow approach to Genesys on exceptional cases for particular regions.

- I also served in the team leadership in the International WAN/BGP Routing Team for the HPC transitioning to Spine/Leaf based on the VXLAN approach and co-lead the introduction of the Segment Routing Ring initiative supporting the Data Center CLOS Architecture. My participation focused on the quality and processing of Voice/Video components for Teams and Webex. I helped implement the Network Orchestration and automation experience with Cisco (DNAC) and Arista (CVP) on the Campus, also introduced my team to Industrial Networking specialty (OT) for manufacturing using Ansible/Chef and in some Cloud scenarios with Terraform on AWS.
- All these technologies required a solid understanding and Design of Multicast, its routing, IT/OT, industrial CIP/Profinet, and Voice/Video delivery. Network Orchestration and automation experience with Cisco and Arista, as well as occasional support on Aruba wireless as required. I performed as the team's Industrial Networking specialist for manufacturing. All this aligned with the strategic planning of all steps for any solution that was identified as emergent technology in Texas Instrument.

Sr. Data Communication Engineer, *Frontier Communication/Total Communications, Allen, TX, USA*

07/2019 – 04/2022

- As part of the Commercial Advanced Solutions Team and its Projects and Engineering Team in Frontier, as Master Cisco Partner, we created customized solutions for the Data network, System, Security, and VoIP needs for Frontier's Cisco CPEs, Meraki and Cisco customers and voice Cloud customers (Webex, Genesys CX and Amazon Connect), giving pre/post sales support and implementation/migration and consulting services for Integrating Network with Virtualization on-premises, hosted and Cloud, its security, system and Unified Communications integrations at all levels. I arranged the migration and training from legacy components, based on hardware or software to create new solutions end-to-end from scratch. The technologies that were more strongly covered were Contact Center based on UCCE, UCCX from Cisco and Genesys CX, and Webex in the Cloud. Nice, Red Box (Uniphore), Imagicle (Stonevoice-IVR), and other third-party products were introduced as demanded and subsequently supported as needed.
- In Frontier/Total, I was also allowed to create and deliver new products, which were focused on introducing new channels for the Contact Center or Security in VoIP, customized for different customers, also training their engineers, technicians, and supervisors. Enhanced the public and internal security for Banking and Financial Institutions, also helped in the Public Sector Network transformations and migrations like in the City of Hartford or the government of Connecticut. Its documentation, demonstration, proof of concept, implementation planning, support, and design required a deep understanding of technical processes optimization, and overall strategies.

High Touch Technical Account Manager, *Cisco Systems, Richardson, TX, USA*

07/2018 – 06/2019

- As High Touch Technical Account Manager TAM, which at the time comprised the positions of High Touch Engineer HTE and Operation Manager HTOM, I was tasked to address the technical day-to-day needs in the Delivery Team of Advanced Services, (new Cisco Customer Experience CX) for specific customers in the Commercial field and Public Sector, like the Government of Texas, the City of San Antonio and the City of Austin, and private sector like Intel or Epic. This was achieved by interfacing with different teams inside Cisco and each Customer, leveraging the multiple tools and access that Cisco offered to troubleshoot and manage customers' plans for excellence. Mostly focused on Data Centers, Campus Security, and also Collaboration, the spectrum of tasks to help with was focused on Customer Excellence and day-to-day operation, no matter what technology the customer was taking advantage of from Cisco's catalog. The position was 60% technical and 40% operative and administration. Both helped to create plans for migrations, transitions, transformations,

and delivery of new products, those being on Webex and Broadsofts as well as traditional Cisco on-premises and hosted solutions.

Senior Network Architect/Engineer, Fossaiz Consulting, DFW, TX, USA

10/2016 – 06/2018

- As part of the DC team for American Airlines, I helped with the creation of a complete new QoS baseline for most remote Airports and Offices across three different global MPLS providers for the MOCCA project (Cisco UC Contact Center hosted transformation from Erikson), created LLD focused on voice solution for new H3C/HP in the Headquarters in DFW. Implemented new WAN/Akamai security integration as requested, for which I interfaced with Verizon and AT&T for the creation and re-configuration of the interconnection of DCs with Verizon's new voice-hosted system services. This served as its new break-in/out for the corporate telephony.
- In Etan, I performed the physical and logical audit of the customer's DC in a Multi-Tenant Environment, its transition from Avaya to Cisco in the cloud and also provided redesigning initiatives. Advanced troubleshooting and clean-up for Fortinet multi-context Firewalls, Load Balancers, and correction of OSPF/BGP redistributed routing, Nexus 9k/7k/5k/2k, and Brocade-focused L2/L3 core switching for ATS Cloud services. I supported Azure and AWS VPNs Cloud integrations.
- Complete delivery of a Cisco UC solution for different merged companies based on Session Management Edition SME and Border Elements SBC, the introduction of innovative global dial-plan for different countries and multiple companies and BUs. Included Contact Center enhancements in IVR and any applications that required Voice, Jabber, Video, VCS, CER, IVR, UCCX, UCCE, Webex, and LAN/QoS/Wan readiness for Voice over IP and advanced HA. It created the possibility to "rinse and repeat" for Global merging and divestment, semi-automatized with Python/Java scripting.

Senior Network Architect, Prime Controls, Lewisville, TX, USA

07/2014 – 10/2016

- As the Technology Lead for IT, I served most technical network needs for Wireless, LAN, WAN, and security services, introducing proper use of IWAN, SD-WAN, HREAP/flexconnect, BGP, STP/VTP, and QoS. I redesigned and migrated its MPLS strategy to an MP-BGP advanced routing. Its Mitel legacy to Cisco transition created a new SDWAN solution based on SilverPeak and recreated an all-new DMVPN strategy. Introduced many security best practices and ensured added redundancy for the LAN/TACACS/Radius. Secured that the redundant DHCP/DNS was enhanced with 802.1x based on PEAP certificates and Win2012. Reconstruction of PKI structure and delivery of advanced customer services for the FAT (Factory Acceptance Testing) Laboratories. Also recreated the Core LAN infrastructure, introducing 10Gb company-wide for Telepresence purposes, including overhauling of entire fiber and infrastructure. I introduced Vmware VDS based on ESX/ESXi, VRF segmentation for multi-tenancy, and proper AAA for the network HA and DSR.
- I supported and designed solutions for Industrial Networking clients of Prime Controls using Allen Bradley, Rockwell's Stratix, Hirshman switches, and Cisco ASAs.
- As a Managed Service Support Specialist in the NOC, I helped Presidio status as a Cisco Partner with the Resolution of Unified Communication Problems of all kinds, from simple MACs to recreating new IVR scripts in CVP and UCCX, to Tickets at any level for high-touch customers. I participated in late-night engagements to advanced or critical Voice and Networking configuration changes, upgrades, and migrations to more current technologies based on UCCX, CUCM, CUCX, IMP, CUBE, CVP, UCCE, Finesse, and Attendant Consoles. This included support to post-sales teams.

Senior Consulting Specialist, Telefonica Global Solutions, Madrid, SPAIN

09/2011 – 03/2014

- In my team we created over 300 global LAN/WAN/VOICE/WIRELESS site surveys for Nokia, interviewing and assessing the status and its documentation for third-party LAN/WAN providers and the customer's IT, in over 100 countries, most of them with at least one complex DC. With this, the Special Project Team, of which I was a Senior Member, introduced Telefonica International to the new Managed Service approach as a new global product.

- As Senior and de facto SME in the new team of LLD, I was one of the key leads for the integration in the Operation and Managed Service team for DHL, which provided transferring solutions from HLD to LLD in a semi-automatized manner. This led to configurations for over 2000 Cisco CE routers, Juniper/Cisco PEs, 30k switches mostly Cisco and HP, and over 60k Voip lines based on new UC, including UCCE. We integrated 29 European countries, each one with at least one DC, covering technologies like dark fiber, DMVPN/IPSEC, L2 tunnelings, and regular MPLS TE solutions.

Chief Network Engineer/IT Network Project Manager, Mcctelecom, Santander, SPAIN

10/2009 – 09/2011

- I was tasked with the evaluation, staging, and configuration of over 100 Bintek and RubyTech Industrial routers/switches for critical, high-end customers, like the Community Of Madrid. I installed the first HP/H3C (HP A series) stack switches in Spain and supported Enterasys/Extreme Networks. I created video conference systems based on Radvision, Tandberg MCUs, and Polycom. I supported Cisco VoIP solutions including migrations from H323 to SIP from Ericsson to Cisco and Astra as Media ISDN Gateways.
- Lead technical efforts such as Pre-sales, RFPs, SOW, BOM, and installation documentation. I supported VPNs, UTM firewalls, and SSL portals, from Barracuda, Cisco PIX/ASA, Watchguard, Fortinet, Astaro/Sophos, Array Networks, and Windows 2008 NPS/NAP EAP for Radius and CA. Redundant CiscoWorks and WLCs.
- Expanded monitoring systems based on OpenNMS, OpenView, as well as Solarwinds. We expanded MCC's routing over WAN adding MP-BGP to make room for multiVRF tenancy. 30+ small UC systems based on Cisco ASR/ISRs, UC500, CUCM, UCCX, Unity, and Presence migrations. I created configurations for SIP, H323, MGCP, and Gatekeepers, and negotiated contracts with ITSPs for support and delivery, HA, DSR, and migrations. Integrated IVR with Imagicle, voice recording with Zoomit, and Nice for small Call Centers.

INDUSTRY CERTIFICATIONS

- CCIE Collaboration - Cisco Certified Internetworking Expert Collaboration #55749
- Genesys Cloud CX: Architect Certification
- AWS Certified Advanced Networking
- CUCCES - Cisco Unified Contact Center Enterprise Specialist
- Genesys Cloud CX: Professional Certification
- CCDE – Cisco Certified Design Expert Specialist
- Genesys Cloud CX: Workforce Management Specialist
- WXCEE - Cisco Webex Contact Center Expert
- Genesys Cloud CX: Quality Management
- CCNP Enterprise – Cisco Certified Network Professional – Former CCNP
- CCDS - Cisco Certified Design Specialist – Former CCDP
- CCS-ED – Cisco Certified Specialist – Enterprise Design
- CCS-ECORE - Cisco Certified Specialist – Enterprise Core
- CCS-EAII - Cisco Certified Specialist – Enterprise Advanced Infrastructure Implementation
- SSCA - SipSchool Certificate Associate
- Intelepeer Atmosphere Advanced

- CCS-CCORE - Cisco Certified Specialist – Collaboration Core
- CCS-CAI - Cisco Certified Specialist – Collaboration Applications Implementations
- CCS-CCMI - Cisco Certified Specialist – Collaboration Call Control & Mobility Implementation
- CCS-CC&EI - Cisco Certified Specialist – Collaboration Cloud & Edge Implementation
- CCNP Collaboration - Cisco Certified Network Professional Collaboration

Old, Renamed Or Retired certificates:

- HP AIS - HP Accredited Integration Specialist
- MCITP Windows 2008 Administrator -formerly MCSA-
- MCA - MySQL Certified Associate] + CCNA + CCDA + CCNA Industrial

EDUCATION

Bachelor of Mathematics

University Simón Bolívar

August 1995 - May 2000

LANGUAGES

SPANISH. ENGLISH. GERMAN