

01/2025 – Present – Talkdesk – Sr. Channel Solutions Engineer – Americas

- ◆ Lead technical discussions and deliver customized demos to highlight the value and differentiation of AI-driven solutions.
- ◆ Collaborate with channel partners to define AI-driven customer engagement strategies, enhancing Talkdesk's presence in key markets.
- ◆ Serve as a guest speaker at Intelisys' AI Masterclass, partner events, and various AI Roadshows, sharing insights on AI-driven customer experience solutions.

10/2022 – 01/2025 – Kore.ai – Sr. Solutions Engineer – Financial Services & Strategic Accounts

- ◆ Designed, developed, and deployed autonomous AI agents using the Kore.ai AI Agent Platform, integrating them with existing systems to automate and optimize business processes. Delivered workshops and managed POCs and pilots to demonstrate value and support deal closures.
 - Customers included Morgan Stanley, eBay, Vanguard, and Metlife.
- ◆ Presented at breakout sessions during the International Contact Center Credit Union Conference and provided technical coaching at the CU Build Hackathon for the Symitar Community, contributing to the team's success in winning multiple top prizes.
- ◆ Demonstrated expertise in integrating with cloud platforms such as AWS, Azure, and GCP, as well as enterprise platforms and applications, including Microsoft Copilot Studio, Azure SQL, Salesforce, BigQuery, Tableau, Power BI, Genesys Cloud CX, Nice CXone, and RingCentral. Actively applied and expanded skills in REST APIs, JavaScript, Node.js, and Python.

09/2018 – 09/2022 – RingCentral – Sr. Solutions Engineer - Global, Strategic, & Financial Services

- ◆ Provided UCaaS, CCaaS, and PaaS solutions engineering for customers across various industries, healthcare, life sciences, technology, hospitality, insurance, finance, and others.
- ◆ Exceeded shared sales quotas and received the highest performance review rating in consecutive years.
- ◆ Recent working knowledge of RingCentral UCaaS, CCaaS, PaaS, and Digital Customer Engagement, Zoom, NICE CXone, Salesforce, Amazon Connect, Microsoft Azure, Microsoft Teams, Cloudflare, LivePerson Conversational AI, Okta and others.
- ◆ Functioned as a SME. Mentored new employees. Authored technical and deployment documents for sales and delivery engineers.
- ◆ Developed business impactful demo environments for sales engineers leveraging RingCentral's REST APIs.

5/2016 – 12/2016 – 21st Century Fox (acquired by Disney) – Director of Information Technology

- ◆ Defined & delivered IT strategic vision and strategy across Fox's businesses, a \$70+ billion entertainment enterprise with over 1.5 billion viewers across 170+ countries.
- ◆ Negotiated, approved, coordinated, and managed project development, selection, acquisition, and implementation that lead to a projected multimillion-dollar workplace transformation, 90% telecom datacenter footprint reduction, favorable contractual terms & services, and others.
- ◆ Led and managed multiple teams of managers, engineers, and contractors. Developed and maintained metrics and standards, aiming to improve operational efficiency.
- ◆ Developed and managed multimillion-dollar annual operating and capital budgets, and P&L for Fox's global share services across 160+ offices.

6/2014 – 4/2016 – FusionStorm – Practice Manager

- ◆ Defined and formalized service offerings, pricing models, and sales processes. Developed new business opportunities, accurately forecasted sales pipeline using Salesforce.com, and ensured alignment with annual revenue targets.
- ◆ Led the GEM sales enablement initiative and launched/directly managed sales campaigns, driving increased sales activity and achieving over 200% improvement in top-line revenue.
- ◆ Expanded the professional services team, growing CCIE engineers by 300% and project managers by 200%.
- ◆ Reviewed and negotiated deal structures, approved all practice engagements, and finalized contracts to align with business objectives.

12/2011 – 4/2014 – Cisco Systems – Sr. Systems Engineer

- ◆ Responsible for a shared \$120M direct/channel business, covering the pacific commercial territory.
- ◆ Achieved FY12 & FY13 Achiever Winner, FY12 & FY13 Stretch, American Game Changer Award, Unified Communications Deal Award, Stretch Performance Pact-Billionaire Club, FY13 Quarterly Champion, FY14 Quarterly Champion, and Cisco Unified Access Champion.
- ◆ Exceed established revenue projection and reached stretched goals.
- ◆ Solutions include routing, switching, security, UCaaS, and CCaaS.
- ◆ Delivered hand-on training, implemented PoC, and handled the overall design & integration.

05/2007 – 02/2011 – Avaya – Global Accounts Systems Engineer

- ◆ Responsible for an individual \$17M business, covering 21st Century Fox, Toyota, and Honda.
- ◆ Solutions include Avaya Aura (Communication Manager, Contact Center, Elite, Experience Portal, Messaging), SBC, IPO, SES, and others.
- ◆ Achieved trusted advisor relationship with clients and credited for strong contribution to their technology vision development, annual budgeting, and overall IT operations.
- ◆ Engaged across the IT lifecycle, including assessment and analysis, design business case development, benefits analysis, proposal development, planning, deployment, and management.
- ◆ Conducted ongoing solution training for direct customers and channel partners to promote brand/solutions awareness and mindshare.

08/2005 – 04/2007 – ForeScout Technologies – Security Systems Engineer (early startup employee)

- ◆ Responsible for both direct and channel businesses, covering the western United States. Acquired and grew strategic accounts such as Qualcomm, News Corporation, Warner Bros, Chevron, and others.
 - Achieved up to 150% of quota.
- ◆ Consulted, designed, hands-on project managed, and deployed ForeScout CounterACT platform of intrusion detection and prevention, network access control, and vulnerability assessment.
- ◆ Assisted fortune 500 companies to shape their InfoSec policies/practices to meet regulatory and corporate compliances such as Sarbanes-Oxley, Visa CISP, and HIPAA.

07/2002 – 08/2005 – Gateway – Principal Systems Engineer

- ◆ Responsible for SLED, covering the southwest. Exceed annual goals year over year.
- ◆ Delivered solution roadmap, consulted and designed Gateway's solutions, including Intel server and NAS, Hitachi SAN, Commvault storage backup & recovery, and Cisco routers, switches, wireless, and security.
- ◆ Part of the sales effort that successfully secured the \$100M+ contract with the state of California, \$5M+ contract with Arizona State University, \$1M California Department of Industrial Relations, \$5M Chabot-Los Positas.

California State University, San Bernardino

- ◆ Bachelor of Science – Business Administration & Management Information Systems
 - Graduated with Honor