


MICHAEL C. BROUSSEAU


Engineer | Architect | Technologist | Leader



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SOCIAL

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Distinguished Senior Sales Engineer with repeated success demonstrating enterprise communications solutions', strategy and architecture with established and emerging technologies. Subject matter-expertise in next generation telecommunication infrastructure and services including UCaaS, CCaaS and CPaaS. Effective technology leader, presenter and businessperson. Excel at creating partnerships across multiple levels in an organization. Trusted client advisor and team member.

EXPERIENCE

SENIOR SOLUTIONS ENGINEER

VONAGE, ATLANTA GA

Jan '19 – Present

Provide advanced technical and Pre-sales solutions for Enterprise market segment. Provide Solution Engineering advice and support across a range of large and complex / client Groups and product areas including Unified Communications, Contact Center, Integrations and API's. Engage with Customers' senior leadership to understand objectives and business priorities and help them understand how Vonage SaaS applications can facilitate their success. Conduct product and technical presentations; translate technical technology; review quotes & RFPs. Promoted to Enterprise Team and awarded with Presidents Club in 2020.

DIRECTOR VOICE ENGINEERING

GTT AMERICAS, LLC, CHARLOTTE NC

Jan '17 – Dec '18

Led Global Voice Engineering Team. Provide technical leadership with full accountability of the architecture and technology initiatives for Tier 1 Global ISP and Service Provider. Implemented consolidation and migration strategy of multiple voice platforms and created go-forward product roadmap. Integrate several acquisition networks to streamline support, provisioning and operations. Negotiate multiple telecom contracts saving \$2.3M in recurring revenue. Deploy Oracle OCOM monitoring platform.

GLOBAL VP ENGINEERING

ACN, INC, CHARLOTTE NC

Jan '09 – Dec '16

Provide executive-level leadership in support of voice and data networks for Global Direct Marketing and Telecom Service Provider with \$800M in annual revenue. Founding member of Engineering Team. Led engineering and architecture strategy and manage deployment of high-speed internet and digital voice service. Direct new product and development of videophone platform. Lead Cisco Broadworks Architect and customer solution engineer. 1st company in US to virtualize Cisco Broadworks Platform in large production environment. Promoted twice from Director and VP Engineering.

DIR NETWORK ENGINEERING	ACN, INC , CHARLOTTE NC
Apr '06 – Dec '08	Founding member of Engineering team. Led Voice Service rollout across the US and Canada. Created Network Operation Center and was responsible for infrastructure architecture and vendor selection. Hired and trained engineering and operational personnel to support 24x7 services. Promoted to VP Engineering
SENIOR NETWORK ENGINEER	TALK AMERICA , RESTON VA
Jan '05 – Apr '06	Key member of Engineering Team for regional based CLEC. Responsible for voice service implementation and management. Established test-facility leveraged to duplicate production network. Led deployment of Metaswitch CA9000 call-agents and VP3510 Gateways. Certified 1,700 Loop Carrier Gateways for multi-play residential service.
DIR NETWORK ENGINEERING	DSL.net , NEW HAVEN CT
Jan '03 – Jan '05	Responsible for Network Engineering operations for broadband voice and data network service provider supporting 25K Commercial Customers in the U.S. Manage operations to ensure compliance with service level agreements (SLAs) and organizational benchmarks. Conduct technical and operational training for managers. Assess current policies/procedures and implemented new standards to enhance efficiency. Identify \$200k in annualized cost savings by consolidating hardware and voice circuits. Established Network Engineering as vital internal business partner and achieved measurable improvement in customer service and performance.
NETWORK ENGINEER	TALKINGNETS, INC , Wilmington NC
May '00 – Jun '03	Manage large-scale technology migration project as sole technical leader for voice telecom start-up. One of four employees to transition to acquisition partner in 2003. Lead Engineer responsible for Voice and Data Network. Perform daily provisioning and customer onboarding.

CERTIFICATIONS & TRAINING

Salesforce Administration (2020)	Fortinet Network Security Associate (2016)
Microsoft Dynamics 0365 (2020)	Acme Packet Network Engineer(2007)
Vonage Hackathon (2020)	Metaswitch Certified Technician (2005)
TalkDesk Admin (2020)	Cisco Certified Network Associate (2001)
Customer Centric Selling (2019)	Microsoft Certified Systems Engineer (1998)
Cisco Broadworks System Engineer (2017)	

EDUCATION

Bachelor of Science	University of Tennessee , KNOXVILLE TN
June '96	