Elena Vasquez

// Pre-Sales Engineer

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> SUMMARY

Pre-sales engineer with 6 years in unified communications and cloud contact center software, moving from Cisco voice networks into solutions engineering. Runs discovery, demos and integration workshops for IT and contact center leaders, and builds proofs of concept in Python and JavaScript over REST APIs that carry deals to technical approval.

> SKILLS

• Pre-Sales • Solutions Engineering • REST APIs • Python • JavaScript • SQL • AWS • Cisco
• Presentation Skills • Communication Skills

> EXPERIENCE

Pre-Sales Engineer 01/2023 - Present
Triangle Voice Cloud Raleigh, NC
Cloud contact center software company selling to healthcare, insurance and utility customers.

- Deliver 150 demos a year to contact center and IT leaders, supporting 5 account executives and **$4.5M** in 2025 bookings.
- Build pre-sales proofs of concept in Python and JavaScript that link the platform to CRM systems through REST APIs.
- Plan migrations from on-premises Cisco call managers to AWS-hosted contact centers for 30 customers of up to 1,200 agents.
- Write SQL reporting queries for trial customers, showing handle-time and abandon-rate gains within the first 2 weeks.

Unified Communications Engineer 06/2020 - 12/2022
Oak City Communications Durham, NC
Voice and network services provider for business clients across the Research Triangle.

- Supported Cisco voice networks for 40 business clients, covering **9,000** phones and 120 SIP trunks.
- Resolved 25 tickets a week on call quality and routing, keeping 96% within the service-level agreement.
- Automated phone provisioning with Python scripts, cutting new-site setup from 5 days to 1.
- Designed call routing and IVR menus for 14 client contact centers during office moves and expansions.

> EDUCATION

Bachelor of Science 05/2020
North Carolina State University Raleigh, NC
Computer Engineering

> CERTIFICATES

Cisco Certified Network Associate (CCNA) 2021
Cisco