Marcus Whitfield

TELECOM ENGINEER

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SUMMARY

Telecom engineer with 5 years running enterprise voice and contact center platforms for up to 2,500 agents. Builds SIP trunking, call routing and outbound dialer campaigns in Genesys Cloud, maintains Cisco Call Manager and legacy TDM links, and follows strict change management on every production update.

SKILLS

VoIP • SIP • Call Routing • Genesys Cloud • Cisco Call Manager • TDM • QoS • Outbound Dialer

Change Management • Scripting

EXPERIENCE

Telecom Engineer 07/2023 - Present

Trinity Mutual Insurance Group Irving, TX

Insurer with 3 contact centers and 2,500 agents.

- Manage call routing and IVR flows in Genesys Cloud for 3 contact centers handling **1.4 million** calls a year.
- Migrated 46 SIP trunks off PRI and TDM circuits, cutting monthly carrier spend by $38,000.
- Configure outbound dialer campaigns and calling lists for renewals and collections, raising contact rate 12%.
- Set QoS markings with the network team so VoIP call quality stayed above 4.2 MOS on every site.

Telecommunications Analyst 06/2021 - 06/2023

Metroplex Health Partners Dallas, TX

Health system with 2 hospitals and 11 clinics.

- Administered Cisco Call Manager for 4,000 phones across 11 clinics and 2 hospitals.
- Fixed one-way audio, dropped calls and fax-over-IP failures, resolving about 50 tickets a month.
- Automated call detail record pulls with Python scripting for weekly reports to 4 department managers.
- Filed change management requests for every dial plan update, with no unplanned outages in 2 years.

EDUCATION

Bachelor of Science 05/2021

University of Texas at Dallas Richardson, TX

Information Technology and Systems

CERTIFICATES

Genesys Cloud CX: Professional Certification 10/2024

Genesys

CCNA 01/2022

Cisco