

JOHN BERGOON

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Skills Summary

Experienced network and voice engineer with 18 years of experience in the enterprise and service provider space. Proven successful experience in strategy and product development, project management, network design and implementation.

Experience

- *C SPIRE*

Sr. Manager, Product Operations CSB | Feb 2024 – Current

- Led cross-functional teams to enhance Collaborate and voice product offerings, significantly improving customer satisfaction.
- Implemented streamlined operational processes that reduced product delivery time, leveraging agile methodologies and continuous improvement techniques.
- Developed comprehensive product strategies by analyzing market trends and customer feedback, leading to the successful launch of several new voice products.
- Oversaw budget management and resource allocation for the Collaborate and voice product lines, achieving cost savings while maintaining high service quality.
- Coordinated with engineering and marketing teams to ensure product features met customer needs and regulatory standards, resulting in notable market share growth.
- Established key performance indicators (KPIs) and dashboards to monitor product performance and operational efficiency, facilitating data-driven decision making.
- Trained and mentored a team of product operations specialists, fostering a culture of continuous learning and professional development.
- Collaborated with senior leadership to align product operations with overall company strategy, contributing to significant revenue growth from Collaborate and voice products.
- Optimized product lifecycle management processes, improving time-to-market for updates and new releases.
- Negotiated with vendors and partners to secure favorable terms and enhance product capabilities, leading to operational cost reductions.

- C SPIRE

Product Development Manager/Product Manager, C Spire Business | Jan 2021 – Feb 2024

- Directed product development for business internet, voice, and managed services, ensuring the successful launch and management of large-scale service offerings.
- Coordinated maintenance, incident, change, and release management activities, improving operational efficiency across the network.
- Delivered comprehensive management reports on voice and data network support, providing actionable insights and strategic recommendations.
- Partnered with senior management to communicate incident and problem management updates, enhancing project transparency and status tracking.
- Facilitated cross-functional project planning, leveraging product development and network engineering expertise to align teams and drive project success.
- Developed and executed strategic initiatives aligned with corporate goals, ensuring cohesion with overall corporate strategies.
- Oversaw budget planning and tracking for all products, optimizing resource allocation and enhancing cost-efficiency.
- Assessed and analyzed system features and solutions, offering recommendations that improved product offerings and customer satisfaction.
- Spearheaded business development initiatives, forging new strategic partnerships with vendors to enhance product capabilities.

- C SPIRE

Manager, Voice Engineering and Operations | Mar 2018 – Current

Plan, organize and direct the design, implementation and management of a large-scale voice and data networks and Wireless IMS Core

- Coordinate the maintenance, incident, change and release management activities throughout the enterprise and IMS network.
- Led the IMS deployment of VoLTE/VoWiFi and Wearables for our wireless network allowing legacy CDMA services to be retired
- Provide management reporting related to the support of voice and data networks
- Review, analyze and recommend system features and solutions.
- Budget planning and tracking for the Network Operations Team.
- Communicate to senior management on incident and problem management and project status
- Participate in cross functional project planning as needed
- Develop and implement initiatives and strategies for areas supported. Ensure strategies, objectives, and initiatives are in line with the overall corporate initiatives, strategies, and goals.

- *C SPIRE*

Senior Network Operations Engineer | Feb 2014 – Mar 2018

Lead voice engineer responsible for implementation and maintenance of VoIP products on Broadsoft Broadworks, ACME Session Border Controllers, Metaswitch Perimeta Session Border Controllers, and MetaSwitch Gateways.

- Maintain server and network infrastructure and implement new infrastructure in relation to Broadsoft Broadworks using RHEL and CentOS systems, Network Infrastructure using Juniper and Cisco equipment and virtualization on VMWare.
- Tasked with bringing the VoIP Infrastructure to the next level by redesigning and implementing all aspects including underlying host hardware, VM environment, network topology and SBC deployment.
- Deployed UMS/USS into existing Broadsoft Broadworks environment to launch a the first fully UC play into our market.
- Deployed Leonid Systems Loki for provisioning and tier 1 troubleshooting
- Implement and maintain consistent configuration management and backup program.
- Implement and maintain proactive network and server monitoring for live on-demand outlook of current network health.
- Perform and validate hardware testing for internal core environment as well as customer premise equipment.
- Perform proof of concept and technical due diligence for new product opportunities in cooperation with product development team.

- *CALLIS COMMUNICATIONS*

IP Engineer I | Nov 2011 – Mar 2014

Responsible for maintenance and implementation of IP network monitoring, growth augmentation and configuration backups. Facilitating and monitoring network security and redundancy.

- Performing proof of concept testing and validation of the network design in the lab/field as needed.
- Evaluate and implement L2/L3 IF test plans, tunneling, QOS and acceptance criteria for all network designs.
- Responsible for implementation and maintenance of VoIP products on Broadsoft M6, Asterisk, ACME Session Boarder Controllers and MetaSwitch Gateways.
- Maintain existing server and network infrastructure and implement new infrastructure in relation to Broadsoft Broadworks/M6, RHEL systems, Sun Systems Network Infrastructure using Juniper and Cisco equipment and virtualization on VMWare.

- *GLOBAL TEL*LINK*

Senior NOC Administrator Mar 2011 – Nov 2011

Responsible for monitoring operations and overall performance of business-critical systems.

- *JB CONSULTING*

Consultant, 2009 – Nov 2011

Information Technology Consulting for small to medium size businesses.

- *SERVER CORPS*

Data Center Operations Manager | Jun 2009 – Feb 2011

Was responsible for ensuring customer support and the efficient operation of the data center. Under minimal supervision managed Data Center help desk staff, planned and administered acquisition/installation of hardware equipment, software, and maintenance agreements. Was responsible for producing accurate reports regarding help desk performance, data center performance and operations and other reports as requested and on a periodic basis. Worked in conjunction with technical colleagues to rectify errors, assess data center operational needs and develop plans and procedures for solutions to make data center processes more efficient. Ensured proper backup and recovery procedures are in place for the data center.

- *BERRYSLOOP*

Founder/Editor | Jun 2009 – Jan 2011

Co-Founder and Editor of the wireless news site BerryScoop.com. Handled website design, and hosting.

- *HARGROVE & ASSOCIATES, INC.*

Mechanical Designer I | Jan 2007 – Dec 2009

Generally responsible for performing all aspects for complete designs of mechanical/piping assignments using theoretical knowledge and practical design methods. Designs components or portions of systems and modifies existing designs to develop or improve them. Uses computer-aided design equipment and/or graphic tools: Gathers information, makes studies, performs calculations, and prepares original rough layouts and sketches to present design proposal: Coordinates design criteria with engineering, tooling, material, and planning group in accordance with contractual specifications.

- Solely responsible for 3d Laser Scanning surveys using Leica laser scanning equipment, processing scanned data and producing usable as built models for 3d design.

- *HARGROVE & ASSOCIATES, INC.*

Network/Desktop Support Analyst | Jan 2007 – Jan 2008

Provided day-to-day consultation, training, instruction, troubleshooting, problem-solving to computer users for hardware, software, network and related computer systems and peripheral devices. Also ensured the effective operation of all systems; installs and configures systems; recommends hardware and software acquisitions and upgrades.

Education

- **TEXAS A&M UNIVERSITY-CORPUS CHRISTI '04- '06**

- **UNIVERSITY OF SOUTH ALABAMA '02 – '03**

Skills Summary

- **Network and Voice Engineering:** Nearly 20 years of experience in designing, implementing, and maintaining enterprise and service provider networks, with a focus on voice technologies. Proficient in working with Broadworks voice platforms, ACME and Metaswitch Session Border Controllers, and MetaSwitch Gateways.
- **Project Management:** Proven track record in project management, ensuring successful delivery of network design and implementation projects. Skilled in coordinating resources, managing budgets, and meeting project timelines and objectives.
- **Product Development:** Extensive experience in product development for business internet, voice, and managed services. Demonstrated ability to analyze market needs, recommend system features and solutions, and drive strategic initiatives aligned with corporate goals.
- **Network Infrastructure:** Expertise in maintaining and optimizing network infrastructure, including server and network equipment. Proficient in working with RHEL and CentOS systems, Juniper and Cisco equipment, and VMWare virtualization.
- **Troubleshooting and Problem Resolution:** Strong troubleshooting skills to identify and resolve network issues promptly. Proven ability to perform root cause analysis and implement effective solutions to ensure high network availability and performance.
- **Cross-Functional Collaboration:** Effective collaborator, experienced in working with cross-functional teams to drive project planning and ensure alignment across departments. Skilled in communicating with senior management, providing updates on incident and problem management, as well as project statuses.
- **Strategic Planning:** Adept at developing and implementing strategic initiatives and strategies for areas supported. Skilled in aligning strategies, objectives, and initiatives with overall corporate goals and objectives.
- **Budget Planning and Tracking:** Experienced in budget planning and tracking for Network Operations Teams, optimizing resource allocation and cost-efficiency while ensuring project success.
- **Configuration Management and Backup:** Proficient in implementing and maintaining configuration management and backup programs for network and server infrastructure, ensuring data integrity and disaster recovery readiness.
- **Proactive Monitoring:** Skilled in implementing proactive network and server monitoring systems to ensure real-time assessment of network health and prompt identification of potential issues.