





# Winnie J

VoIP Systems Architect | Unified Communications Specialist



## Voice Infrastructure Mastery

Telecommunications expert designing crystal-clear voice networks through:

- ✓  Multi-Site VoIP Deployment - Seamless location integration
- ✓  PBX Configuration - On-premise/cloud/hybrid solutions
- ✓  Intelligent Call Routing - QoS-prioritized traffic flow
- ✓  SIP Trunk Optimization - Carrier-grade reliability

## Quality Enhancements

### Call Performance

- HD voice codec selection
- Jitter/latency mitigation
- Echo cancellation tuning

### System Resilience

- Redundant server deployment
- Automated failover systems
- Disaster recovery planning

### User Experience

- Custom dial plans
- Mobility integration
- IVR system design

## Performance Metrics

### Reliability

- 99.999% uptime for critical systems
- 80% reduction in call drops

### Efficiency

- 40% lower telecom costs
- 30% faster deployment cycles



## Quality

- MOS score improvements (3.8 → 4.4)
- 65% fewer support tickets

## Technical Stack

- Platforms: Cisco CUCM, Asterisk, 3CX
- Protocols: SIP, RTP, SRTP
- Carriers: Twilio, Flowroute, Telnyx
- Tools: Wireshark, SolarWinds VoIP

## Design Philosophy

*"Exceptional voice systems disappear - users simply experience perfect call quality wherever they work. My designs make telecommunications effortless."*