

Justin Maynard

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PROFESSIONAL SUMMARY

Experienced Voice Solutions Architect with over 27 years of expertise in IT and 14 years designing, implementing, and optimizing complex voice and unified communications systems. I specialize in leading large-scale migrations, upgrades, and integrations that improve system performance, scalability, and reliability. Known for solving tough technical challenges and delivering solutions that align with business goals, I bring a strategic, hands-on approach to building modern voice networks. I'm excited to tackle new challenges, leverage my deep technical knowledge, and help build systems that drive collaboration and efficiency.

PROFESSIONAL SKILLS

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|----------------------|-------------------------|---------------|--|
| • Cisco Call Manager | • Microsoft Teams Phone | • RingCentral | • PCCE/UCCE |
| • Five9 | • NICE | • AI Insight | • AI platforms |
| • Claude Code | • Cisco Expressways | • CER | • Direct Routing |
| • VMware | • Linux | • Informacast | • SIP, RTP, RTCP, TLS, SRTP, H.323, H.248, QoS, COS, etc |
| • SBC | | | |

PROFESSIONAL EXPERIENCE

Sr. Voice Engineer (Five9/RingCentral/MS Teams) Carlisle Companies

03/2025
Carlisle, PA

- Senior technical lead supporting Five9, RingCentral, NICE, and A365 Contact Center platforms, ensuring business continuity during cloud platform transitions.
- Architected and implemented Five9 Contact Center solutions, including IVR scripting, skills-based routing, campaigns, and AI Insight integration, aligning with modern customer experience objectives.
- Led migration strategy and execution from RingCentral/NICE to Five9, ensuring minimal disruption and seamless cutover through cross-team coordination and hands-on configuration.
- Designed and implemented E911 compliance fixes within Microsoft Teams, improving safety and compliance posture in accordance with federal regulations.
- Provided high-level support for Skype for Business, while actively driving migration of users to Microsoft Teams, including planning, documentation, and troubleshooting.
- Built scalable migration playbooks and user enablement guides for transitioning to Teams and Five9, improving adoption and reducing support escalations.

Architect (Cisco/MS Teams) Corteva

03/2024 – 01/2025
Johnston, IA

- Led the Voice Upgrade Project Approval: Spearheaded efforts to secure funding for upgrading the aging Avaya phone system by addressing operational risks and presenting a compelling business case to leadership.
- Architected and Designed Migration Strategy: Developed a comprehensive migration plan to transition from Avaya to Microsoft Teams Phone and Cisco Contact Center, ensuring scalability, performance, and alignment with global operations.
- Built Teams Proof of Concept (POC): Created a POC environment for Microsoft Teams Phone, gaining executive and regional leader buy-in for the proposed solution.
- Provided Interim Support and Risk Mitigation: Managed adds, moves, and changes for the legacy Avaya system while addressing risks posed by outdated infrastructure, including gaps in upgrades since 2017 and maintenance since 2021.
- Facilitated Rollout Planning and Collaboration: Led initial phases of the U.S. migration strategy, collaborating with CDW and internal stakeholders to align with global objectives and optimize Teams voice solutions before handing the continued rollout to CDW.

Sr Voice Engineer (Cisco/MS Teams)*Marathon Petroleum*

11/2022 – 01/2024

Findlay, OH

- Led the design and architecture of the Microsoft Teams Phone System, successfully executing a large-scale migration for the first 2,500 users while ensuring minimal disruption to operations.
- Engineered a Direct Routing architecture, integrating Cisco Unified Communications Manager (CUCM) with Microsoft Teams via Ribbon SBCs, enabling seamless cross-platform communication.
- Partnered with Verizon to implement an Operator Connect solution, ensuring high availability, resiliency, and optimized voice performance.
- Designed and deployed E911 location tracking solutions for hybrid and remote users, ensuring full compliance with Ray Baum's Act and enhancing organizational safety posture.
- Created detailed architectural documentation, including workflows, governance models, and technical procedures, to support Teams adoption, scalability, and long-term maintenance.
- Provided strategic technical leadership, aligning Teams architecture with broader Microsoft 365 services (SharePoint, Exchange, and Azure AD) to deliver integrated and secure collaboration solutions.

Senior Voice Engineer (Cisco/MS Teams)*NFM*

02/2017 – 11/2022

Omaha, NE

- Achieved an annual savings of \$144,000 for NFM by implementing an in-house support model and eliminating the need for vendor support.
- Successfully upgraded NFM's CUCM clusters and Contact Center from version 9.1 to 11.6, ensuring system performance and stability.
- Provided expert technical support for NFM's PCCE 11.6 environment, maintaining optimal system functionality and uptime.
- Achieved PCI compliance for NFM by implementing LDAPS to secure logins and JSON to mask sensitive data such as SSNs and credit card numbers in Cisco ECE.
- Built and implemented a comprehensive CER system for NFM, effectively managing E911 calls and enforcing compliance with Kari's Law and Ray Baum's Act.
- Designed and implemented a reliable Cisco Expressway cluster, enabling seamless work-from-home capabilities for Contact Center and business office users.
- Successfully built a robust Direct Routing system, incorporating NFM's CUCM and Microsoft Teams Phone systems for optimal communication capabilities.
- Implemented an efficient eFax system, eliminating the need for traditional fax machines and streamlining NFM's communication processes.
- Successfully migrated NFM's stores from PRIs with multiple carriers to SIP with a single carrier, optimizing communication and reducing costs.

Senior Voice Engineer (ShoreTel/Avaya/Mitel)*KIDWELL INC - MSP*

12/2015 – 02/2017

Omaha, NE

- Developed and implemented a standardized methodology for evaluating business VOIP requirements based on industry-recognized design principles.
- Expertly built and programmed phone systems from leading vendors, including ShoreTel, Mitel, Toshiba, and Avaya, ensuring optimal system performance and reliability.
- Provided reliable technical support for NICE InContact, ensuring uninterrupted service and optimal system functionality.
- Expertly reconfigured and built 66 and 110 punch-down blocks as needed, ensuring optimal connectivity and reliable system performance.
- Successfully liaised with multiple carriers to provide the best possible service for businesses, ensuring seamless and reliable communication capabilities.
- Designed and implemented a comprehensive, centralized ShoreTel phone system for the city of Omaha, effectively linking all government buildings and optimizing communication capabilities.

PROFESSIONAL CERTIFICATES

**Unified Communication System
Installer**
Mitel

**3200e (ST14) Implementing the
ShoreTel IP System**
ShoreTel

**Unified Communication System
Programmer**
Mitel