

# JOAO PEDRO ALBERNAZ

## Chief Architect & Consulting Leader — Global Telecom & Enterprise Infrastructure

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### PROFESSIONAL SUMMARY

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Visionary technical leader with 10+ years of experience specializing in the end-to-end design, implementation, and optimization of carrier-grade and high-density enterprise networks. Expert in translating complex infrastructure challenges into resilient, scalable business solutions that protect revenue and enhance customer experience. Proven track record co-founding and scaling an ISP serving 500+ customers, leading critical enterprise voice deployments, and serving as fractional infrastructure/CTO for ISPs, MSPs, and SMEs. Deep expertise across telecommunications, networking, voice/UC, cloud architecture, and DevOps, combined with strong leadership, sales enablement, and incident response capabilities. Director/VP-ready with a unique blend of hands-on technical depth and business acumen.

### CORE COMPETENCIES

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- Infrastructure & Network Architecture
- Telecom & Voice Systems (VOIP/SIP/TDM)
- Cloud & Hybrid Infrastructure (AWS, Azure, GCP)
- Technical Leadership & Team Development
- Pre-Sales & Solutions Engineering
- Incident Response & Crisis Management
- Carrier-Grade Network Design (BGP, OSPF, MPLS)
- DevOps & Infrastructure as Code
- Vendor & Customer Relationship Management
- Strategic Planning & Business Alignment

### PROFESSIONAL EXPERIENCE

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#### Senior Technical Support Engineer & Technical Leader

2019 – Present

#### SecureLogix | San Antonio, TX (Remote/On-site)

- Serve as senior escalation owner and de facto technical leader for complex SecureLogix deployments across large enterprise customers in highly regulated, mission-critical environments
- Lead Tier 2/3 diagnostics for complex VOIP, SIP, and network infrastructures, ensuring continuity for high-value enterprise clients and strategic accounts
- Perform advanced forensic analysis using Wireshark, SIP traces, and signaling/log correlation to identify root causes of network and call-flow failures, reducing time-to-resolution for high-severity incidents
- Act as architecture and risk advisor for strategic accounts, guiding upgrades, migrations, and integrations aligned with security and compliance expectations
- Partner with sales, account management, and product teams on at-risk or high-potential accounts, delivering clear technical narratives in executive and renewal conversations for multi-million-dollar environments
- Spearhead standardization of internal knowledge base documentation and troubleshooting workflows, significantly improving support team efficiency and first-call resolution rates
- Provide structured feedback to product and engineering, turning field experience into roadmap input, hardened defaults, and improved operational tooling

## **Founder & Principal Consultant**

*2018 – Present*

### **Wise IT | Consulting (Various Clients)**

- Founded consulting practice helping SMEs, ISPs, and service providers design, stabilize, and evolve infrastructure, voice, and security environments
- Serve as fractional infrastructure/CTO for multiple clients, leading discovery, roadmapping, and investment decisions around datacenters, connectivity, voice, and cloud
- Design and implement end-to-end solutions including Windows/Linux servers, firewalls, L2/L3 networks, VOIP platforms, VPN, storage, and monitoring with focus on reliability and maintainability
- Build service catalogs, SLAs, and support processes for MSP and ISP clients, enabling recurring revenue generation
- Lead complex migrations (on-prem to cloud, legacy PBX to VOIP, single-site to multi-site) with minimal downtime and clear rollback plans
- Provide hands-on mentoring to internal IT and NOC teams, using labs and real incidents to grow team capabilities

## **Co-Founder & CTO — Telecommunications & Networks**

*2016 – 2018*

### **Regional WISP (ISP) | Orange County, CA**

- Co-founded wireless ISP delivering internet, voice, and transport services; owned technical vision, architecture, and day-to-day network reliability
- As CTO and principal architect, designed and oversaw complete lifecycle of carrier-grade regional network using OSPF and MPLS metro ring architecture with multiple core sites and dozens of towers
- Successfully scaled network to support 500+ paying customers, delivering high-margin services including multi-tenant VOIP and L2/L3 traffic transport for business and residential customers
- Built and managed core technical team (engineers, field techs, installers), scaling delivery capabilities during rapid expansion while maintaining SLAs
- Managed capacity planning, vendor selection, and escalation for backbone, transit, and equipment, balancing cost, resilience, and performance
- Implemented monitoring, alerting, and incident workflows enabling network growth without proportional increase in outages or support tickets

## **Co-Founder, CIO & Senior Systems Engineer**

*2016 – 2018*

### **Server ISP (MSP)**

- Co-founded MSP focused on delivering stable, well-designed IT services to small and mid-sized businesses
- Defined service portfolio (servers, storage, backup, VOIP, network, security) and associated SLAs, pricing, and delivery standards
- Designed and deployed Windows and Linux infrastructures for customers, including AD, file/print, Exchange, and VOIP with appropriate backup and DR strategies
- Built and led internal technical team (sysadmins, help desk, network), establishing standards for documentation, ticket hygiene, and escalation
- Implemented centralized monitoring, patching, and remote management enabling proactive support and predictable maintenance windows

**Charter Communications | California**

- Maintained and troubleshot headend and hub equipment handling off-air, satellite, microwave, and digital transport programming
- Ensured signal quality and availability across fiber, coax, microwave, and IP transport, working closely with field and network teams
- Followed strict change management, maintenance, and safety standards in 24/7, high-availability environment

## TECHNICAL SKILLS & EXPERTISE

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### Leadership & Strategy

Technical Leadership | Team Building & Mentoring | Incident Response & RCA | Architecture & Standards Definition | Process Improvement | Vendor Management | Sales & Pre-Sales Support | Strategic Planning | SLA/SLO Management

### Cloud Architecture & DevOps

**Virtualization & HCI:** VMware ESXi, Hyper-V, KVM, XCP-ng, Proxmox

**Cloud Platforms:** AWS, Azure, GCP, Oracle Cloud, DigitalOcean, OpenStack

**Operating Systems:** AlmaLinux, Oracle Linux, CentOS/RHEL, Debian, Ubuntu, FreeBSD, Windows Server (2003-2019)

**Storage:** TrueNAS, Nimble, NetApp, EMC, Synology (SAN/NAS)

**Containers & Orchestration:** Docker, Kubernetes

**Automation & IaC:** Ansible, Terraform, Bash, Python

**Modern Development:** TypeScript, React, Node.js, PostgreSQL, AI-assisted development workflows

### Carrier-Grade Network & UC Architecture

**Routing & Switching:** BGP, OSPF, IS-IS, VRF, MPLS, VPLS, MPLS-TE, QoS

**Access Technologies:** GPON/XGPON FTTH, Docsis, xDSL, RF/Microwave (900MHz-60GHz)

**Voice/UC Platforms:** Cisco CUCM/CUBE, FreePBX/Asterisk, Avaya, 3CX, SecureLogix, SIP/TDM (PRI/T1, NFAS)

**Network Security:** Cisco, Palo Alto, Fortinet, Juniper, pfSense/OPNsense, Mikrotik

**Wireless:** Cisco, Aruba, Ruckus, Ubiquiti (high-density enterprise Wi-Fi)

**Physical Infrastructure:** Data center design, structured cabling, telecom power (-48V), licensed RF/GMRS

### Observability, Security & Governance

**Monitoring & Observability:** Zabbix, PRTG, Grafana, Splunk, NETSCOUT

**Security & Forensics:** Kali Linux, Wireshark (PCAP analysis), vulnerability assessments, DOD data destruction, DR/BCP

**ITSM & Project Management:** Jira, Confluence, Trello, Salesforce/CRM

**Compliance & Documentation:** Configuration standards, change management, audit preparation, runbook development

## KEY ACHIEVEMENTS

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- Stabilized critical enterprise voice environment for strategic customer experiencing intermittent failures, redesigning call routing and implementing improved monitoring, resulting in restored reliability and protected renewal
- Scaled regional ISP from startup to 500+ customers while maintaining SLAs through carrier-grade metro architecture design and proactive operational practices
- Reduced MTTR for complex SIP/voice incidents through creation of structured troubleshooting flows, packet capture playbooks, and team mentoring
- Developed UpTract Ecosystem, a modular micro-SaaS platform built with AI-assisted workflows demonstrating modern software development capabilities

## CERTIFICATIONS & TRAINING

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### MTCNA

MikroTik Certified Network Associate (2018-2021)

### dCAA

Digium Certified Asterisk Administrator (2020)

### CompTIA A+

CompTIA (2020)

### FreePBX Certified Essentials

Sangoma (2020-2022)

### IPv6 Certified – Sage

Hurricane Electric (2018)

### Linux & Cloud Foundations

Linux Foundation, Red Hat, Cisco NetAcad (2020)

**Security & Monitoring**

Microsoft, Splunk (2020)

**Dell EMC TechDirect Enterprise**

Dell EMC (2019-2021)

**EDUCATION**

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**Computer Science**

Orange Coast College, Costa Mesa, CA (2015-2016)

**Computer Engineering**

PUC Goiás, Goiânia, Brazil (2014)

**Electrical Engineering**

PUC Goiás, Goiânia, Brazil (2014)

**Mathematics**

Federal University of Goiás, Brazil (2014)

**ADDITIONAL INFORMATION**

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**Languages:** Portuguese (Native), English (Fluent), Spanish (Intermediate)

**CliftonStrengths:** Responsibility, Learner, Deliberative, Achiever, Intellection

**Status:** Brazilian-American based in Texas, authorized to work in the US

**Availability:** Open to Director/VP roles, Senior IC positions, and Pre-Sales/Solutions Engineering roles