

JUAN VENTO



PROFILE

Juan Vento is a proud Miami native with strong ties to the community. Having over 19 years' experience in the technology industry, Juan has overseen the mergers of 7 companies to include IDS, Cleartel and Birch Communications. He currently serves as the VP of Telecommunications and Help Desk Support for Great Healthworks companies, overseeing a network of over 1500 users across 40 countries. Juan specializes in Telecommunication Platforms, Collaboration Tools, Data Centers, Carrier Interconnections & Vendor Relations. He currently sits on the board of ALPFA Miami as the VP of IT and is on the advisory board of the CIO Council of South Florida. Giving his time to mentor high school and college students interested in pursuing technology, is most important to Juan as he attributes his success to those who guided his path. During his time away from the office, his passions include watching football (yes unfortunately a Miami Dolphins fan), listening to rock music and traveling with his family.

CONTACT

PHONE:
3053087318

WEBSITE:
www.juanvento.com

EMAIL:
jv@juanvento.com

WORK EXPERIENCE

Great Healthworks

May 2014 – Present
VP of Telecommunication Services

Great Healthworks is a direct to consumer power house and the 2nd largest media advertiser in the US. With offices in Ft Lauderdale & Beverly Hills, offer their champion product Omega XL through nfomercial, e-commerce & Amazon direct sales. The network is comprised of 3 data centers who serve the customer base, 500 internal employees and 1500 external contact center agents in 40 countries utilizing both OEM, Open Source, & Home Grown Platforms Great Healthworks maintains PCI 2, SOC 2 Type 2 and HIPPA compliance.

- Responsible for a team of 52 members including Help Desk, Telecom Engineers, Developers and System Engineers.
- Oversee/design carrier infrastructure, omni-channel tools and telephony platforms for a BPO with over 500 internal plus 1500 external agents in 40 countries.
- Migrated legacy Cisco UCCE to InContact UCaaS platform.
- Groomed network connectivity from MPLS to Private line across 7 locations to generate an annual cost savings of \$110,000.
- Migrated legacy Cisco Call Manager to Kazoo (free switch based) PBX to generate an annual cost savings of over \$150,000.
- Managed development team to create a custom Contact Center platform comprised of WebRTC, OpenSips, Asterisk & DOMO business intelligence using AGILE & SCRUM methodologies.
- Aided GHW with their digital transformation by procuring, deploying and maintain hosted and on premise e-commerce and marketing tolls
- Migrated all AWS applications and websites to a network spanning 2 data centers using a completely software defined architecture with both ANY-Cast and UNI-Cast protocols.
- Maintained all IT assets including contact oversight and negotiations.

Birch Communications

December 2000 – May 2014
Manager of Network Operations – NOC

Birch Communications is one of the largest CLEC (Competitive Local Exchange Provider) in the US. Their focus was delivering voice & data services of all types to customers using 350 data centers across the county. Birch Communications specialized in acquiring customers through company acquisition rather than organic growth.

- Managed a team of 15 using a follow the sun model.
- 14-year tenure from Customer Service Representative to Manager of Network Operations including Tier 3 Voice Architect
- Project manager for all new market (LATA) build outs and configured routing in Meta Switch, Taqua,, ACME, Genband S3 & Jasome SBCs.
- Maintained and configured best cost routing tables while assuring wholesale carriers adhered to their SLAs and ASRs
- Responsible for trunk capacity management
- Managed integration of new company acquisitions such as Daystar, Light Year, Cleartel, IDS, & Cbeyond
- Provided oversight on all proactive maintenance and network interruptions
- Maintained and average uptime of 99.999
- Achieved Meta Switch Complex Translations, SMS 800, ITIL Foundation v2 and SIP School accreditations.

COMMUNITY ACTIVITIES

VP of IT, **Miami Chapter ALPFA (Association of Latino Professionals for America)**
Advisory Board, **CIO Council of South Florida**