Terell Johnson

Unified Communication and Collaboration Engineer

8692 Falmouth Ave #3
Playa Del Rey, Ca 90293
(323) 323-0646
tjohnson06@gmail.com
linkedin.com/in/terelljayjohnson

EXPERIENCE

Snapchat, Venice, CA —IT Video Engineer

April 2017 - PRESENT

IT Infrastructure Video Engineer and service owner responsible for designing, deploying and managing all internal Video Conferencing, Live Streaming, Voice, Video and Collaboration technologies used globally by Snap Inc. Placed, Looksery and Zen.ly..F

Facebook, Menlo Park, CA—UC Engineer

SEPT 2015 - APR 2017

Operations Engineer supporting Facebook's Global Video Conference Infrastructure as apart of the AV/VC Team. Designed Global Dial plan and worked cross functional with other Facebook Collaboration teams, Service Providers, VARs, and Vendors.

Cisco Systems (Insight Global), San Jose, CA —UC Engineer

FEB 2012 – SEP 2015

Cloud Conferencing Engineering Lead for the Advanced Cisco Experience Team supporting the Cisco Worldwide Sales Organization in rolling out WebEx Collaboration Meeting and TelePresence Cloud Conferencing Solution. Architect and Partner Engineer for the rollout of and integration of VBrick Content Management System. Jira Scrum master and site admin for creating group workflows for managing products, bugs, enhancements, and various types of team projects for Cisco IT, ACE, and Software Innovation Group.

Cisco Systems (Insight Global), San Jose, CA —Lead Video Analyst and QA Engineer

FEB 2010 – OCT 2014

Lead QA Engineer and Service Manager for the ACE Endpoint Experience Validation Team. Responsible for testing and validation of Cisco Unified Communication Systems, including,Voice, Telepresence Video, Jabber, WebEx and other Collaboration tools. Collaborated with Project Management, Stakeholders, Engineering, Support and Communication teams with pre-planning and rollout of new Unified Communication products and services to Cisco Global Sales Team. Staged interoperability

SKILLS

Video Engineer

Voice Engineer

Streaming and Content Delivery

Collaboration Engineer

Enterprise Design Deployment

Administration

Cisco VCS

Cisco TMS
Cisco Call Manager

Fuze

Zoom

Hangouts Meet

Okta

Teem

Infrastructure

Cisco UCS

VMWare

AWS

Google Cloud

and Regression testing for EFT Video, Voice and Mobility products. Arrange testing with network, engineering, Product teams and Developers. Responsible for maintaining a Test UC and VCS Proof of Concept environment to support Next-gen collaboration technologies.

Applied Materials (Insight Global), Santa Clara — Conferencing Tech

SEP 2009 – NOV 2010

Manage the deployment of all Video Conferencing and Unified Communication solutions at Applied Material. Provide support,training and operation of systems used for meetings. Responsible for all Executive Video Conferences, Telepresence and Webex Sessions

Audio Visual Techniques, Santa Clara — Unified Communication & Collaboration Analyst

Jun 2008 – Mar 2009

Conference Center and Unified Communication Technician for multiple Silicon Valley companies. Set-Up, operated and assisted clients with collaborative tools such as Cisco Webex, MeetingPlace, Net Meeting and Telepresence.

AV Tech and Production Manager

Jun 2007 – Mar 2009

Camera Operator, Editor and Data Technician for daily broadcast of corporate meetings, Demos, and Conventions. Graphics Operator for PowerPoint and Keynote presentations as well as routing graphic switchers, and projection systems and other sources used for broadcast, meetings or VOD captures. Teleprompter operator. Technical Director for live multi... See more

Education

San Jose State University, San Jose — *Studied Radio Television and Film*

AUG 2002 - JUNE 2007