

Seth Schumacher

PRINCIPAL SYSTEMS ENGINEER, ARCHITECT, & CONSULTANT

Principal Engineer, Architect, and IT leader with extensive experience designing, testing, implementing, and supporting next-generation computing and Unified Communications solutions. Proficient in various technologies, including Microsoft Teams, VOIP, Windows Server, Microsoft Azure, Office 365, MS SQL Server, Visio, Windows, and Linux (complete list on request). Specialized in Azure IaaS deployed solutions and Unified Communications systems based on Skype for Business and Teams. Registered Microsoft Partner and Microsoft Certified Solutions Expert (MCSE). **SNE skills include:**

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| Microsoft Unified Communications Session Border Controllers - AudioCodes & Ribbon | Performance Tuning & Capacity Monitoring |
| Microsoft Office 365 | Virtualization (MS-HyperV, VMware, Citrix) |
| Cloud-based computing (Private & Public on Azure) | |

EXPERIENCE

VOSS Solutions, Richardson, TX

12/2022-Present

Microsoft Collaboration Design Authority

Provided guidance, expertise, and solution development assistance to both the product development and sales teams to deliver best-in-class automation solutions for Unified Communications platforms. Specifically, Microsoft and SIP routing expertise.

Key Responsibilities:

- Participated in the R&D cycle to develop new workflows, integrations, and efficiencies within the VOSS software products.
- Guided the development for Microsoft and Carrier SIP integrations.
- Deployed and simulated custom dev environments and performed quality assurance.
- Development of documentation and other knowledge transfer options for the delivery of knowledge, best practices, and guidance to internal and external customers
- Provided consulting services to customers and the sales teams to ensure demonstrations and custom development requirements were properly provided, documented, and delivered to the implementation and development teams.

ConvergeOne, Bloomington, MN

01/2019 - 12/2022

Principal Consultant - Contractor

Designed and deployed Microsoft communications platforms centered around Office 365, Skype for Business Server, and Microsoft Teams for telephony and meetings. Provided primary engineering support for projects pre and post-sales to complete projects to scope and within specified time frames. Provide Tier 4 support to managed services for clients engaging C1 managed services post-project. Specialized in complex, multi-national design and deployment.

Key Responsibilities:

- Took the scope of work from the sales team and sales/solutions architects and completed the design and implementation of the solutions sold.
- Designed and implemented disaster-resistant Skype for Business Server 2015, 2019, and Microsoft Teams infrastructures and rolled over users to it.
- Assisted clients in planning their journey to Microsoft Teams. Developed usage policies, coordinated identity and security governance with the Active Directory IAM teams, and guided organizational leaders in running pilots and developing their requirements.

Deployed NG911 and E911 compliant solutions with Teams stand-alone and in hybrid environments with Cisco, Avaya, and Skype for Business.
Integrated with Cisco CUCM, Avaya, OpenScape, and other telephony systems to ensure interoperability between users on both systems as well as VTC systems.
Deployed AudioCodes and Ribbon platforms for all SBC and call routing requirements.
Provided tier 4 troubleshooting support for all C1 clients.

DIONYSIUS TECHNOLOGIES LLC., Anchorage, AK
Systems & Network Engineer | Owner

01/2005 – Present

Provide contract services to enterprise clients in deploying Microsoft solutions and, in particular, Unified Communications platforms.

Key Responsibilities:

Work with client executives to determine requirements and sell solutions targeted and their needs. This included coordinating and managing communications with third-party vendors of both a technical and non-technical nature.

Specially worked with executives to identify cost savings, ROI, and budgeting models that best aligned with corporate policy and financing.

Design solutions for clients that include virtualization of infrastructure, convergence, cloud conversions, Unified Communications using Lync/Skype for Business/Teams, security, storage, and network redesign.

VERSA Integrated Solutions, Bethesda, MD

02/2018 – 01/2020

Senior Engineer – Under contract to the National Institutes of Health

Manage existing National Institutes of Health infrastructure, deploy new Skype for Business infrastructure and complete migration of 40,000 users. Deploy integrated monitoring, advanced call management, and automation systems to expand the functionality of Skype for Business. Began designing the implementation of hybrid Skype for Business and Microsoft Teams.

Key Responsibilities:

Took over and managed the existing Lync 2013 environment coming out of the pilot.

Designed and implemented disaster-resistant Skype for Business 2015 infrastructure and rolled over all Microsoft UC and legacy users to it.

Assisted the organization in planning its journey to Microsoft Teams. Developed pilot group, developed usage policies, coordinated identity and security governance with the Active Directory IAM team, guided organizational leaders in running the pilot, and developing their requirements.

Built a lab environment for deployment of pre-release features for testing by sub-users of the pilot group.

Oversaw troubleshooting, systems backups, archiving, and disaster recovery and provided expert support when necessary.

Oversaw a team of 3 engineers in supporting the end-users and infrastructure.

Integrated with Cisco CUCM to ensure interoperability between users on both systems as well as VTC systems.

Sourced, selected, and implemented or coordinated the implementation of additional third-party integrated solutions for monitoring, advanced call flows/call center functionality, and automation.

DENALITEK INC., Anchorage, AK
Systems Engineer

08/2015 – 01/2018

Provided systems engineering, design, pre-sales support, and final technical escalation to both internal and external clients.

Key Responsibilities:

Provided pre-sales engineering and presentation support to account managers directly to end client executives and technical staff.

Work with client executives to determine requirements and sell solutions targeted and their needs. This included coordinating and managing communications with third-party vendors of both a technical and non-technical nature.

Specially worked with executives to identify cost savings, ROI, and budgeting models that best aligned with corporate policy and financing.

Developed a managed services Unified Communication platform using Skype for Business for resale to clients.

Co-developed and deployed one of the first full deployments of Citrix VDI on Microsoft Azure designed for multi-tenant usage. This included separate tenancies with centralized authentication routes, high availability, and disaster recovery. Performed client IaaS migrations to this infrastructure.

Designed solutions for small and medium-sized business clients that included virtualization of infrastructure, convergence, cloud conversions, Unified Communications, security, storage, and network redesign. The largest included 200 endpoints spaced at multiple geographic locations in Alaska with limited bandwidth requiring complete virtualization of server and desktop environment.

Coordinated project deployments and advanced support engineering with service technicians for end-user support leading up to and following the deployments.

Survey, analyze, and design for that analysis, system solutions for clients.

Oversaw troubleshooting, systems backups, archiving, and disaster recovery and provided expert support when necessary.

FOCUS, INC., Eagle River, AK

01/2014 – 01/2015

IT Director

Managed and maintained the agency's network equipment and assets, and the agency's internal systems. This included, but was not limited to, servers, hardware, software, regular maintenance, purchasing equipment, and development and maintenance of the agency's website. Coordinated a strategic technology plan and budget for continued operations, growth, and service needs for 5 years.

Key Responsibilities:

As the IT Director, I managed and maintained the agency's network equipment and assets and the agency's internal systems. This included, but is not limited to, servers, hardware, software, regular maintenance, purchasing equipment, and development and maintenance of the agency's website.

Coordinated a technology plan that outlined the then-current infrastructure and a 5-year future growth cycle.

Rebuilt the core infrastructure of the agency's network including virtualizing the servers for high availability and remote access, prepared for the transition to VDI for end-user computing, configuring layer-3 network controls, and connecting remote sites to the core network.

Migrated the agency's messaging and collaboration platform to Office365 including single sign-on and encrypted email.

EDUCATION & TRAINING

ALASKA PACIFIC UNIVERSITY, Anchorage, AK

Graduated 12/2013

Bachelor of Arts, Major in Outdoor Studies with Concentration in Pre-Medicine

WILLAMETTE UNIVERSITY, Salem, OR

2008-2009

First year of a degree in Biology

CERTIFICATIONS

MICROSOFT

CERTIFIED SOLUTIONS EXPERT (MCSE):

Server Infrastructure
Cloud Platform and Infrastructure
Productivity

CERTIFIED AZURE ADMINISTRATOR ASSOCIATE

MICROSOFT 365 CERTIFIED:

Teams Voice Engineer Expert
Enterprise Administrator Expert

CERTIFIED SOLUTIONS ASSOCIATE (MCSA):

Office 365
Windows Server 2016
Cloud Platform

RIBBON COMMUNICATIONS

SBC Edge Platform
SBC Core Platform

AUDIOCODES

CERTIFIED ASSOCIATE