PINKAL J. DESAI, PMP

Senior UC & Telecom Technical Lead — Enterprise Voice Modernization, TTU Cutover Delivery & Escalation Leadership

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16+	260+	$2.5M+	300K+	317	90	0
YEARS	TTU CUTOVERS	ANNUAL SAVINGS	DIDS MIGRATED	SERVERS ONBOARDED	CLUSTERS STANDARDIZED	MAJOR OUTAGES

PROFESSIONAL SUMMARY

Unified communications technical lead with 16+ years supporting enterprise Cisco UC, SIP, and contact center platforms in large, regulated environments. One of four consulting engineers who serve as the escalation point for 15 divisions at a Fortune 100 healthcare enterprise, owning root cause analysis and post-incident process redesign. Technical lead on all 260+ TTU transition events of a multi-year PRI-to-SIP modernization (15 divisions, 200+ hospital sites) — joining every cutover and troubleshooting live to make each transition successful ($2.5M+ annual savings, zero major outages) — and brought a Cisco Intersight compute platform to 317 servers and 100% engineer adoption. PMP certified; Google Cloud Digital Leader certified, pursuing Associate Cloud Engineer; hands-on personal AI (RAG) work applied to UC troubleshooting. Targeting Technical Program Manager, Technical Account Manager, and engineering/UC management roles.

EXPERIENCE

Consulting UC & Network Infrastructure Engineer (Technical Lead, PRI-to-SIP Cutovers), HCA Healthcare

Apr 2019 — Present

Remote (Murphy, TX) · Fortune 100, multi-site enterprise infrastructure program

- Technical lead for the cutover program of a multi-year PRI-to-SIP modernization across 15 divisions and 200+ hospital sites: joined all 260+ TTU transition events, troubleshooting issues live during cutover windows (including after-hours production cutovers) to make each transition successful — coordinating number porting and carrier partners (AT&T, Lumen); 300,000+ DIDs migrated, $2.5M+ annual savings, zero major outages.
- Supported the program through a 10x mid-program cost and scope shift — execution approach redefined, roadmaps reset — landing 2 months ahead of the accelerated timeline with zero unplanned outages.
- Led design and delivery of a Cisco Intersight compute platform across 317 servers: per-division organizations with role-based access, ServiceNow webhook incident integration, phased rollout to 100% adoption across 60+ engineers; drove a 4-month vendor capability build through escalation, cutting MTTR from 1–2 days to 4–6 hours.
- After a CUCM upgrade took down a hospital's nurse call system, led the root cause analysis and rebuilt the change process (every affected system named in notices, live status channel during upgrades) — the remaining 10 hospitals upgraded with no incidents.
- Partnered with Cisco and a strategic engineering vendor to define a validation checklist for UC clusters after a routing-loop outage; rolled it out across 90 clusters with phased onboarding and automated quarterly compliance checks.
- Designed and delivered a Splunk-based UC health dashboard giving 60+ engineers ongoing visibility into operational health; hold monthly cadence and performance reviews with all 15 divisions.
- Lead the day-to-day work of a three-engineer UC team; designed and delivered a UC training academy for 30+ analysts across 15 divisions.

- Delivered a POTS-to-IPFLEX migration and firmware upgrade across 28 voice gateways, configured a CUCM tie-trunk integration with an acquired company's Avaya environment, and delivered telephony for a new clinical simulation center one week early.
- Built two personal retrieval-augmented generation (RAG) assistants for UC troubleshooting — one on an open-source model (Qwen2.5-7B, Hugging Face), one on Google's Gemini API hosted on Google Cloud Run.

Senior Network Analyst — Enterprise Voice Infrastructure, State Farm Insurance
Jun 2014 — Mar 2019
Irving, TX

- Supported enterprise network and voice infrastructure for 18,000+ agent offices across North America, including UCCE and CUCM contact center and UC environments, ensuring high availability and scalability.
- Contributed to large-scale upgrades, migrations, and performance optimization with cross-functional teams on multi-site deployments; developed automation and provisioning processes and knowledge base documentation that improved L1/L2 resolution rates.

Cisco Level 3 VoIP Support Engineer, Corning Incorporated
Mar 2013 — Jun 2014
Painted Post, NY

- Led end-to-end infrastructure implementation engagements at global manufacturing sites, from requirements gathering through configuration, multi-vendor system coexistence, and post-cutover validation.

Converged Network Analyst, State Farm Insurance
Mar 2011 — Feb 2013
Bloomington, IL

- Maintained infrastructure across 18,500+ agent office locations and executed large-scale bulk provisioning across 6,500+ agent offices.

Cisco Voice Support, Cetera Financial Group / Plexus UC
Aug 2010 — Feb 2011
Travel

- Administered enterprise networking and unified communications infrastructure in a compliance-sensitive financial services environment, supporting routing, switching, and systems operations under strict regulatory standards.

CORE EXPERTISE

Voice & UC: Cisco CUCM, UCCE, Unity Connection, SIP/PRI, SBC/CUBE, voice gateways & ISR, IVR, number porting, DID migration, Avaya integration, SIP trace analysis, RTMT. **Delivery:** multi-site rollouts, wave/release planning, dependency & risk management, change governance, cutover execution, carrier/vendor management (AT&T, Lumen, Cisco), executive reporting. **Platforms:** Cisco Intersight, Cisco UCS, ServiceNow, Splunk, automated validation, bulk provisioning. **Cloud & AI:** Google Cloud, Cloud Run, Gemini API, RAG/LLM tooling, Hugging Face.

CERTIFICATIONS

PMP (Active)
Google Cloud Digital Leader (Certified)
Google Cloud Associate Cloud Engineer — in progress
Cisco CCNP Collaboration, CCNA Collaboration — previously held

EDUCATION

MS, Electrical Engineering — Fairleigh Dickinson University, NJ
BS, Electronics & Telecommunication Engineering — North Maharashtra University, India